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ABSTRACT

In spring 1994, a survey on reference service policies was mailed to 119 members of the Association of Research Libraries (ARL). Seventy-one responses (60%) were received from libraries that offer reference services on a college or university campus. Less than half of the responding libraries have written policy statements, and of those that did, at least 20% of the policies are old and in need of revision. The 35% of libraries that have separate information desks keep them open an average of 63.8 hours each week and require 73.9 staffing hours. All responding libraries offer a telephone reference service, and 68% make use of an answering machine or voice mail. More than half the respondents indicate that they provide electronic mail reference services. All the libraries have online catalogs, and nearly all have terminals near the reference desk. Overall, the reference desk appears to be becoming less central as other services increase in importance. Libraries are stretching to cover multiple reference points, and tiered library services are becoming more common. The Kit contains the survey results, and responding libraries' information on their policy and procedure statements, telephone and voice mail reference service, e-mail reference service, services for the disabled, and circulation of reference materials. Flyer 203, which summarizes the kit, is provided. A list of 19 selected readings is included. (SLD)

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SPEC

SYSTEMS AND PROCEDURES EXCHANGE CENTER

Kit 203

Reference Service Policies in ARL Libraries

ED 376 820

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SYSTEMS AND PROCEDURES EXCHANGE CENTER

Flyer 203

Reference Service Policies in ARL Libraries

August 1994

INTRODUCTION

In the past few years rapid technological change, the growth of information and information technologies, and widespread economic pressures have profoundly affected libraries and institutions of higher learning, changing the ways in which they operate. Technology allows libraries to offer new services and to conduct business differently. Reference services need no longer be constrained by physical location; they can be reconceptualized as a network of activities characterized by tiered, or differentiated, services.

New technologies and the vast array of electronic information resources available to users have increased the demand for user support, and they call for new approaches to instruction and training. Library instruction programs must teach users how to make effective use of both traditional print and electronic resources, and how to evaluate them. Few institutions can afford to increase staff, and many are downsizing. As librarians shift to roles as teachers and intermediaries, support staff are beginning to perform functions that were once exclusively the domain of librarians.

SURVEY RESULTS

In Spring 1994 a survey on reference service policies was mailed to 119 ARL member libraries. Seventy-one responses (60%) were received from libraries offering reference services on a college or university campus. For comparison purposes, questions were to be answered in the context of services at a general/main reference desk. To ascertain the types and extent of changes occurring, the survey asked about recent and anticipated changes in reference services or staffing.

Written Reference Service Policies. A written reference service policy serves a number of purposes: it establishes standards of service; it is useful in training new staff members; it establishes levels and limits of service to users; and it sets service priorities. It is also a convenient place to gather information on special procedures. The process of writing a policy statement helps to clarify goals and objectives. Despite their value, less than half of the responding libraries have a written policy statement. Of those that do, at least 20% have policies that are old and in need of revision.

Reference and Information Desk Staffing and Hours. General or main reference desks (hereinafter reference desks) are open on the average a total of 77.6 hours per week and require 144.4 staffing hours, ranging from a low of 66 to a high of 303. More than three-quarters (54) are not open all hours the library building itself is open; they are closed an average of 28 hours per week. Librarians staff the reference desk 65% of the time. Only eight libraries (11%) indicate they staff solely with librarians. Librarians are scheduled to work on reference desks an average of 11.8 hours per week; in libraries staffing with only librarians this rises to 14.8 hours. The majority of libraries (65%) do not have separate information desks. Of those that do, these desks are open an average of 63.8 hours each week and require 73.9 staffing hours. Only 9.5% of all information desk staffing is by librarians.

Telephone and Voice Mail Reference Service. All responding libraries offer telephone reference service. This service is generally provided at reference desks (83%). Of those with another arrangement, most indicate that telephone service hours are shared between a reference desk and an information desk or a separately staffed telephone service. Forty-eight libraries (68%) make use of an answering machine, voice mail, or both. Answering machines are still the most popular of the two approaches (32 libraries compared to only 19 libraries with voice mail). The machines are set to ring on average four times before picking up a call. Of those libraries responding to whether callers can leave a message, most (74%) indicate they cannot. Of those few libraries who allow callers to leave messages, only two out of ten promise to return the call within a certain amount of time.

Electronic Mail Reference Service. More than half of the responding libraries (59%) indicate they provide this relatively new service. Four additional libraries anticipate implementing this service in the near future.

Patron and Staff Access to Resources and Facilities. Libraries were asked to indicate from a list of twelve resources and facilities whether services were provided in/adjacent to or separate from the reference area. All libraries reported having OPACs, and nearly all (97%) have terminals located in/adjacent to the reference desk. Less than a third have yet to eliminate their card catalogs; the majority of reference desks (69%) must deal with both card and online catalogs.

Most end-user CD-ROM work stations are in/adjacent to reference. Twenty libraries do not have reference consultation area(s), twenty-two consultation areas are located away from reference, thirty-four are in/adjacent to it. Most mediated online searches are performed in/adjacent to reference.

Staff offices are equally likely to be located away from reference as adjacent to it. The same is true of information desks. Instruction classrooms equipped for demonstrations and electronic classrooms are, for the most part, not located next to reference areas. While thirty-two libraries (45%) cannot provide hands-on instruction, only eight do not have classrooms equipped for demonstrations.

Just over half of the libraries do not provide word-processing for users. Those that do locate this facility away from reference. With few exceptions, library staff have access to Internet and e-mail. Internet access for patrons is provided in all but twenty libraries, and there is not provision for patron e-mail in thirty-four libraries.

The survey asked libraries to indicate other available systems/databases. Among the dozen or so mentioned, the most often cited is FirstSearch. Asked if they charge patrons for access to databases/systems, most libraries indicated a charge for mediated online searching. Eight libraries charge for other types of access. The overwhelming majority, sixty-three libraries (89%), provide for patron printing. Of these, only fifteen libraries indicated some type of charge for this service.

Government Documents Reference. Government documents reference is most often a separate service (63%). It is combined with general or main reference in twenty libraries (28%). Two libraries indicated integration into another reference point such as business and/or social sciences. Several libraries are reviewing the locus of this service.

Services for the Disabled and ADA. The majority of libraries offer special services for disabled patrons. Among the most common are: adaptive laboratories, adaptive work stations, TDDs, alternative formats, reader services, and assistance in locating and retrieving materials. Half of the libraries state that such services were either instituted or enhanced as a result of ADA.

Policies, Guidelines, and Procedures for Specific Situations. Forty-seven libraries do not have written policy or guidelines for handling patron complaints at the reference desk. Fifty-two (73%) do not have guidelines for answering medical, legal, or business questions. Forty-one libraries (57%) do not have written guidelines for handling reference referrals. Of those that do, many have printed forms for staff to use to expedite the process. Forty-six libraries (66%) allow patrons to check out reference materials under some circumstances.

Changes in Reference Services or Staffing. The majority of libraries (85%) experienced significant changes in reference services or staffing in the last two years. Only eleven libraries (15%) had no significant changes. Four in this group are anticipating changes in the near future.

The most prevalent change is in training. The most frequent reason cited is the proliferation of new electronic information sources (e.g. CD-ROMs, new OPACs, Internet, and government documents in electronic format). User education has become a higher priority, demanding more time and resources. Some are concerned about the increasing interdisciplinary nature of subjects making reference work more complex and placing additional demands for subject expertise.

Many libraries (45%) added new services/service points or expanded existing ones; one did some consolidation, and 11% discontinued a service. Added or expanded services/service points include: electronic information center, Internet, "rovers," voice mail, three-tier reference, information desk, new CD-ROMs, and new OPAC.

Nearly as many libraries decreased hours the reference desk is open (11) as increased hours (12). Ten libraries saw modest increases in reference staff, mostly through part-time technical services staff or students. Sixteen libraries lost one to three professional positions; in one case, eight positions were lost. Twenty-eight libraries indicated changes in staffing patterns or in types of staff at the reference desk. One trend emerges from the many types of changes: libraries are relying less on full-time reference librarians and more on other types of staff to work at reference desks. They may be technical services librarians, paraprofessionals, temporary and/or part-time workers, graduate interns, graduate research assistants, or library science students.

ISSUES AND TRENDS

From the responses of libraries participating in this survey, it is clear that change in the provision of reference services has been the norm in the past several years and will continue to be for some time to come. The reference desk, while still important, is becoming less central as other services assume increasing importance. Patterns and levels of staffing are changing as libraries stretch to cover multiple service points. Training has had difficulty keeping pace and is where most libraries have made significant changes. Tiered reference is becoming more common as libraries spend more time and resources on user education and experiment with research consultation services and appointments for specialized subject reference. Information desks are handling basic directional and informational questions.

In moving away from a traditional model of reference service, it will be important for libraries to conduct ongoing assessment and evaluation of services, to balance users needs and desires with economic necessity, to remain flexible and learn from experience, and to report to the profession not just successes, but failures, so that we all can learn what works best.

This Kit and Flyer was compiled by Anna L. DeMiller, Head, Social Sciences and Humanities Department, Colorado State University Libraries, and was prepared as part of the OMS Collaborative Research/Writing Program.

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SYSTEMS AND PROCEDURES EXCHANGE CENTER

Reference Service Policies in ARL Libraries

A SPEC Kit compiled by

Anna L. DeMiller
Colorado State university

August 1994

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SYSTEMS AND PROCEDURES EXCHANGE CENTER

Reference Service Policies in ARL Libraries

Kit 203

August 1994

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SURVEY RESULTS

ASSOCIATION OF RESEARCH LIBRARIES

OFFICE OF MANAGEMENT SERVICES

SPEC SURVEY – REFERENCE SERVICE POLICIES

Name: ______________________ **Title:** ______________________

Library/Institution: ____

Telephone: ______________ **Email:** ________________ **Fax:** __________

NOTE: This survey should be filled out by the person in charge of services at the GENERAL reference desk in your main library. If your library does not have what could be considered a general or main reference desk, then choose another one, preferably the busiest, and answer the following survey questions (that is, the ones that specifically ask about a GENERAL reference desk) about it instead. Please briefly describe this other reference desk:

Total campus enrollment (in FTE) from the 1992/93 ARL Statistics __________

1. Does your GENERAL reference desk have a written reference service policy?

  33 yes (PLEASE ENCLOSE POLICY)   37 no   (1 no response)

(See following section "Ref.Serv.Policy and Proc.Manuals" for examples of policies)

2. How many total hours is your GENERAL reference desk open each week? (Assume an average week during a regular semester or quarter).

  ___ total hours open each week 77.6 = average number of hours open per week

  Hours range from a low of 40 hours to a high of 132 hours open per week.

3. Is your GENERAL reference desk open all hours the library building is open? (Assume an average week during a regular semester or quarter).

  17 yes   54 no

  If no, indicate total number of hours.

  ___ total hours NOT open each week when building is

  28 = average number of hours NOT open per week when building is

4. What is the total number of hours of staff time required each week to staff the GENERAL reference desk? (Assume an average week during a regular semester or quarter).

  ___ total required staffing hours each week 144.4 = average number of required staffing hours

  Hours range from a low of 66 to a high of 303 hours per week.

  Of this weekly total, how many hours are staffed by:

  ___ librarians?   ___ students?   Librarians staff 65% of the time.

  ___ paraprofessionals?   ___ other? (Please specify)

libraries staff with only librarians. These desks are staffed an average of 104.25 hours per week.

5. What is the average number of hours a librarian is scheduled to work at the GENERAL reference desk each week? Exclude the department head/coordinator/team leader or anyone else with special duties. (Assume an average week during a regular semester or quarter).

____ average librarian scheduled desk hours per week 11.8 = average desk hours per week
In libraries staffing with only librarians this average rises to 14.8 hours per week.

6. In addition to a reference desk(s), does your library have a separate information desk?

25 yes 46 no (Skip to question 7)

If yes, PLEASE ENCLOSE ANY WRITTEN POLICIES OR PROCEDURES, then list below the total number of hours the information desk is open and total number of hours staffed each week. (Assume an average week during a regular semester or quarter).

____ total hours open each week 63.8 = average number of hours open each week
____ total required staffing hours each week 73.9 = average number of required hours to staff each week

Of the total required staffing hours each week, indicate by type of staff the number of hours worked each week by:

____ librarians ____ paraprofessionals 9.5% of staffing by librarians
____ students ____ others (Please specify) 50% of libraries do not staff info.desk with librarians at all.

7. Does your library provide telephone reference service (may involve an answering machine or voice mail)?

70 yes (ENCLOSE RELEVANT DOCUMENTS such as written policies and procedures, guidelines, message/referral forms)

0 no (Please explain circumstances; then skip to question 12) (1 no response)

(See following sections "Telephone and Voice Mail Reference Service" for examples of policy and procedures statements and "Forms" for examples of telephone query forms and request for information forms)

8. Does your telephone reference service make use of an answering machine?

32 yes 38 no (1 no response)

If yes, ENCLOSE TRANSCRIPT OF RECORDED MESSAGE(S).

How many rings before the machine answers? ______ 4 = average number of rings

Can a caller leave a message? ____ yes ____ no Rings range from a low of 1 to a high of 10.
9 indicate a caller can leave a message, 28 say no, and 1 says yes at certain times

9. Does your telephone reference service make use of voice mail?

19 yes (Please briefly describe operation) 51 no (1 no response)

22 libraries have neither an answering machine nor voice mail
(See following section "Telephone and Voice Mail Ref.Serv." for examples of transcripts of messages)

10. If a caller can leave a message (either answering machine or voice mail), do you promise to return their call in a certain amount of time?

2 yes (What amount of time?____________________)
8 no

11. Where is telephone reference handled?

59 reference desk(s)
1 separate service point (Please describe, include location, types/level of staffing, and hours of service) in a reference department office
11 other type of setup (Please describe)

Most of these 11 indicate some combination of services and hours between a reference desk and either an information desk or a separately staffed telephone service.

12. Does your library provide email (electronic mail) reference service?
42 yes 28 no (1 no response)
If yes, please describe how this service operates and ENCLOSE A PRINTOUT OF RELEVANT COMPUTER SCREENS, POLICIES, TRAINING MATERIALS, OR OTHER RELEVANT DOCUMENTS.

(See following section "E-Mail Reference Service" for examples of policy and procedures statements, computer screen printouts, and promotional materials)

13. Indicate whether or not any of the following are IN or ADJACENT to the GENERAL reference area or whether they are in a SEPARATE area within the main library. (Check all that apply in both columns)

in/adjacent	separate	N/A	
31	18	22	card catalog
69	25	0	OPAC terminals
67	9	0	end-user CD-ROMs
15	18	39	staff-use-only CD-ROMs
34	22	20	in-depth reference consultation area
44	31	1	mediated online searching
41	41	0	staff offices
16	16	39	information desk
15	53	8	instruction classroom(s), may be equipped for demonstrations
5	35	32	electronic classroom(s), equipped for "hands-on"
2	32	37	word-processing computers for patron use
43	19	20	patron access to internet/gopher
66	35	2	staff access to internet/gopher
14	37	34	patron access to email
62	37	1	staff access to email
46	22	18	patron access to other systems/databases ** (Please specify ____________)
44	25	20	staff access to other systems/databases ** (Please specify ____________)

**(See following "Summary of Comments" for a listing of these other systems/databases)

14. Does your library charge patrons for access to any databases/systems?
55 yes 15 no (1 no response)
If yes, which ones and how much?

Most of those libraries indicating "yes" charged for mediated online searching. Only 8 libraries indicated charges for other types of access.

15. Does your library provide for patron printing?
63 yes 3 no
If yes, please describe the circumstances, including printing charges, if any.

Of those libraries providing for patron printing 15 indicated some type of charge, 35 indicated no charges.

16. Indicate below how reference service for government documents is handled:
45 separate government documents reference
20 combined with GENERAL reference
6 other configuration (Please explain)

(See following section "Summary of Comments on Selected Questions" for details of these other configurations)

17. Does your library offer any special reference services for disabled patrons?
_51_ yes _20_ no (Skip to question 19)
If yes, briefly describe and/or ENCLOSE ANY WRITTEN POLICY OR PROCEDURES.
(See following section "Services for the Disabled" for examples of policy and procedures statements as well as guides to services and promotional materials)

18. Were any of these services for disabled patrons instituted (or enhanced) as a result of the passage of the Americans with Disabilities Act (ADA)?
_20_ yes _21_ no (1 no response: 9 not applicable-Canadian libraries)
If yes, please explain.
(See following "Summary of Comments on Selected Questions" for details)

19. Do you have specific guidelines for handling reference referrals?
_28_ yes _41_ no (2 no response)
If yes, please describe and/or ENCLOSE PRINTED REFERRAL FORM AND ANY WRITTEN POLICY OR PROCEDURES.
(See following section "Forms" for examples of referral forms)

20. Do you have a method for regularly recording unanswered reference questions?
_13_ yes _58_ no
If yes, please describe and/or ENCLOSE ANY PRINTED REFERRAL FORM AND ANY WRITTEN POLICY OR PROCEDURES.
(See following section "Forms" for examples of request for information forms)

21. Do you have specific guidelines for handling patron complaints at the reference desk?
_23_ yes _47_ no (1 no response)
If yes, please describe and/or ENCLOSE COMPLAINT FORM AND ANY WRITTEN POLICY OR PROCEDURES.
(See following section "Forms" for an example of a complaint form)

22. Do you allow patrons to check out books in the reference collection?
_46_ yes _25_ no
If yes, please detail guidelines and/or ENCLOSE WRITTEN POLICY OR PROCEDURES.
(See following section "Policy and Procedures for Circulation of Reference Materials" for examples)

23. Do you have guidelines specifically for answering medical, legal and business questions?
_19_ yes _52_ no
If yes, please detail and/or ENCLOSE GUIDELINES.
(See following section "Guidelines for Medical, Legal and Business Questions" for examples)

24. Have there been any significant changes in reference services or staffing in the last year or two?

60 yes 11 no (Please skip to question 25)
If yes, please check all items below that apply.
- 12 increase in hours reference desk open
- 11 decrease in hours reference desk open
- 12 consolidation of service points/desks/areas
- 32 added services/service points
- 8 discontinued services
- 28 change in staffing patterns at the reference desk (e.g. single instead of double staffing)
- 22 change in types of staff at the reference desk (e.g. began to use students at the desk)
- 16 decreased number of reference staff
- 10 increased number of reference staff
- 37 training/expectations for reference staff (of any type)

Please describe in further detail each of the changes checked above. With regard to staff please include type (librarian, paraprofessional, student, other). If possible, include reasons.

(See following "Summary of Comments on Selected Questions" for details of these significant changes)

25. Regardless of whether you answered yes or no to question 24, do you anticipate making any (further) changes in reference staffing or services in the near future?

55 yes 13 no (1 perhaps; 2 no response)
If yes, briefly describe what you think these changes will be and the reasons for them.

(See following "Summary of Comments on Selected Questions" for details of anticipated changes)

Thank you for your time! Please return your completed questionnaire and any accompanying documents by **April 15, 1994** to Anna L. DeMiller, Head, Social Sciences and Humanities Department, Colorado State University Libraries, Fort Collins, CO 80523.
Telephone (303) 491-1858; Email: ademiller@vines.colostate.edu.

Summary of Comments on Questions 13, 24, and 25

Question 13.

Below is a summary of the last two parts of this question asking which systems/databases patrons and staff have access to in addition to OPACs, CD-ROMs, mediated online searching, and internet/gopher. The overwhelming majority of libraries indicated some additional access for patrons (68 out of 71, or 96%) and/or staff (69 out of 71, or 97%). However, not all of the libraries provided specifics, but the systems/databases mentioned more than once by those that did are detailed below (number of times listed in parentheses):

Patrons
FirstSearch (14)
Lexis and/or Nexis (10)
other OPACs (6)
OCLC (6)
RLIN or RLIN databases (6)
Dialog (4)
UnCover (4)
locally mounted databases (3)
Dow Jones (3)
Medline (3)
Newspaper Index (2)

Staff
FirstSearch (11)
OCLC (11)
Dialog (10)
RLIN or RLIN databases (9)
Lexis and/or Nexis (8)
UnCover (4)
other OPACs (4)
locally mounted databases (3)
DowJones (2)
Medline (2)
Newspaper Index (2)
BRS (2)
ERIC (2)

Question 24.

The majority of libraries (60 out of 71, or 85%) indicated they experienced significant changes in reference services or staffing in the last year or two. Only 11 libraries (15%) had no significant changes, but of these, 2 went on to list at least one change, presumably not considered significant, while 4 indicated they anticipate changes in the near future (Question 25).

The summaries below are representative of the details provided (number of libraries reporting the change in parentheses):

Training/expectations for reference staff (of any type) (37)

- increase in electronic products, e.g., CD-ROM databases, number of government documents available in electronic format, growth in use of the Internet, change to a new OPAC, etc. have changed the training/expectations of the reference staff
- needs in staff training and user instruction seem to grow exponentially; library reorganized into three teams (collection development, public services which includes reference, and staff-training/user instruction); reallocation of work assignments to accommodate training/instruction as a higher library priority; the larger, and more pressing, and far-reaching reason behind reorganization is the rapidly-changing technological environment; also, the rise of new interdisciplinary subjects, the decline of some traditional disciplines, and the merging of others have combined with new and revised methodological approaches to make reference work in many areas more complex than in the past with certain questions demanding more than an introductory acquaintance with as many as

three or four disciplines; these demands stretch the most capable and most devoted reference librarian
- more formal training program initiated

Added services/service points (32)
- new Electronic Information Center
- added internet services
- added electronic information classes
- new graduate assistant position was created to rove at night on floors other than reference
- voice mail began in January 1993
- text center combined with campus computing center and is now a separate jointly staffed center
- additional CD-ROMS, new OPAC
- professional positions reduced in some departments in order to staff a new separate telephone reference department
- in-depth reference consultation expanded which replaces basic reference desk that has become an information desk
- added information desk
- expanded electronic reference services for access to remote online databases
- implemented three-tier reference for main level (information desk, electronic information services and research consultation)

Consolidation of service points/desks/areas (12)
- merger of Humanities reference with Business and Social Sciences (including government documents)
- centralized service point implemented for 4 desks
- a general information and periodicals service point was merged with reference
- documents and reference merged

Discontinued services (8)
- discontinued telephone reference service, evenings/weekends
- no longer offer term paper assistance appointments due to increased staff commitments
- discontinued mediated online searching because of lack of demand

Changes in staffing patterns at the reference desk (28)
- one reference desk person assigned to work as a rover
- relying more on paraprofessional and temporary part-time librarians; also single-staffing the desk more at night in order to free reference staff for more outreach to faculty and students, teaching internet courses, explore the WWW, and work on other projects
- more double-staffing
- single-staffing at certain hours
- single-staffing by students at certain hours
- staff at desk increased from 2 to 3 when reference desk enlarged and CD-ROMs moved close to desk
- double-staffing dropped from 30 hours a week to 12

Changes in types of staff at the reference desk (22)
- 4 librarians retired and were not replaced; 3 new paraprofessional positions created
- some changes in responsibilities of classified staff so that every department member now accepts questions from our clientele in person, by telephone and by electronic mail

- began to use a student rather than a librarian as the second person on duty at certain times
- more use of undergraduate students and L.S. graduate interns to staff the reference desk
- double staffing switched from morning to night hours where it was needed
- began practicum program whereby library students provide double-staffing on evenings and weekends
- staffing on evenings and weekends with paraprofessionals instead of students
- graduate students staff increased desk hours on Sundays
- more use of GRAs during peak hours
- have added paraprofessionals who require training
- use of a temporary librarian to fill in reference desk hours
- fewer non-reference librarians at desk

Decreased number of reference staff (16)
- lost several professional staff who will not be replaced
- number of reference librarians has decreased from 12 to 9 during the last three years
- fewer number of staff in General and Humanities Reference
- lost 1 librarian position
- total staff decreased by about 3 FTE
- lost 8 librarians due to early retirement and could not fill positions

Increased number of reference staff (10)
- student positions added to staff CD-ROMs
- 1 additional professional position added; 1 cataloging librarian assigned to reference for 10 hours per week
- use of librarians from technical services

Increase in hours reference desk open (12)
- extended evening hours
- increase in Friday evening and Sunday hours
- library hours increased, reference staffing was not

Decrease in hours reference desk open (11)
- reference hours cut back because of budget cuts
- close earlier, open later
- fewer desk hours due to budget decreases

Question 25.

A majority of libraries (55 out of 71, or 77%), regardless of whether or not they have already made significant changes in reference services or staffing in the last several years, reported they anticipate making some changes in the near future. With staffing changes their responses do not always make it clear whether the staff indicated is additional, or staff reallocated from another service(s). Summaries of the responses are broadly categorized below (with some overlap since a service and the attendant staffing are sometimes described together):

Staffing (numbers, patterns, and types)
- greater reliance on para-professionals
- increase staffing of the desk to all hours the library is open
- add 2 additional librarians as department has been short-staffed for several years

- some librarians will take early retirement and not be replaced immediately
- more rovers at OPACs and CD-ROM terminals
- examine staffing patterns
- gain staff from downsizing of technical services
- full-time staff may need to work more evening/weekend hours
- add 2 new librarians in order to expand in-depth consultation service and liaison activities
- use more library assistants in order to extend reference desk opening times

Services/Service Points

Rethinking reference, tiered services, information desks

- continue to fine tune the administrative structure of the department (resulting from a merge of 2 departments) and to look at things we might do differently or stop doing
- test alternatives for reference service delivery, i.e. appointments with librarians
- combine general reference and documents in a single area
- librarians' responsibilities will shift more toward management, development and consultation services
- referrals, appointments with the appropriate person will become more frequent for those requiring in-depth assistance, but will hold to a level of prompt general assistance in person and by electronic mail for as long as possible (now the telephone--that will go as soon as possible...)
- make changes involved with a major building restoration program (add a new map department, concentrate periodical services, increase information desk coverage by using non-professional staff)
- new service point for multimedia, electronic reference sources and electronic texts to be staffed mainly by paraprofessionals
- reference services continually being examined in this changing environment
- information, ready-reference, telephone reference and referrals combined at an information/circulation desk with referrals for in-depth reference and reference by appointment
- explore tiered reference
- establish an information desk
- consolidate service points and consider changes in types of staff at reference desk and information desk as a result of reductions in library budget
- introduce two-tiered reference with an information desk staffed by library assistants and a second tier with librarians available for referral in their offices
- engaged in rethinking reference, will test new reference models over the next year
- have a consulting room just off the reference area for in-depth, by appointment assistance within easy reach of both the print and electronic reference collections

New or enhanced service(s)

- change of library catalog from terminal access to PC-based access will give us the ability to use a wider variety of resources and services
- FirstSearch and like services will require more one-on-one assistance
- monitor use patterns and make changes as needed in reference desk hours and scheduling
- purchase a more sophisticated telephone system
- a new library will provide better instruction facilities and access to more resources through OPACs
- computer clusters, social science data services, and microforms may be relocated near reference
- reexamine provision of services now that our network (with CD-ROMs, gophers, etc.) is

available to the public

- subject bibliographers take over collection development for the general collection from reference librarians
- create an e-mail reference service
- may combine reference desk and the consulting center (computer center staff) in order to provide enhanced information navigation for our users
- increase use of Library Science graduate students for training outside of the library
- rearrange space and perhaps services in the public services areas, including Reference and the Information Desk
- library school teaching assistants will emphasize electronic resources in their instructional and service activities
- add selected indexes and databases to the OPAC, LAN is also being considered
- expand gopher instruction
- would like to amplify telephone reference if resources available
- explore voice mail
- expand and enhance instructional services
- more use of internet resources at the reference desk
- formalize our e-mail service

Loss of or decrease in service(s)

- changes in user education program due to loss of 2 librarians
- university budget cuts may impact reference services

Training

- have new online catalog in the next year which will add another training need
- improve training skills (effective delivery of short workshops, use of computers in training, general evaluation of the standard of training we do)
- addition of numeric databases means added staff training

POLICY AND PROCEDURE STATEMENTS

University of California-Irvine

REFERENCE DESK SERVICE POLICY AND PROCEDURES

July, 1988

Preface

This manual provides information on the policies and standards that guide our work at the reference desk so that we can achieve a desired level of quality, consistency and continuity in service to library users. A manual such as this places necessary information in a convenient location, thus assisting training of new staff as well as providing guidance for experienced reference librarians when a policy question arises.

I. Service Points

A. Information Desk

The Information Desk in the lobby provides card catalog checks (either using the card catalogs or MELVYL) and gives general information about locations in the building or on the campus. Assistants at the Information Desk receive all incoming calls and forward them as necessary to the Reference Desk.

B. Reference Desk

Librarians at the Reference Desk of the Main Library provide the usual range of services to users: ready reference, in-depth help, instruction in using reference materials, instructions in using MELVYL, and online searching referral.

1. General Guidelines for Desk Duty

a. Nature and Extent of Responsibilities

(1) Reference librarians perform a dual function, combining the duties of subject specialist and general reference librarian. All share in the principal aim to provide information assistance to UCI students, faculty, staff, and other library users. Reference librarians must answer questions in all subject areas and therefore must possess a working knowledge of the basic resources in each field, in both printed and online formats. In addition, they are responsible for the development of reference collections and services in a particular subject; they are expected to have a broad knowledge of that field and to make creative use of it.

(2) The Reference Desk staff provides assistance in locating information through the selection and use of appropriate reference materials as well as general orientation to the Library's public catalogs, services, and collections.

(3) When time permits, and the occasion is appropriate, Reference Librarians should teach the use of the tool as well as provide answers. While instruction is always preferred, it should not be provided at the expense of meeting the needs of other users.

(4) Reference librarians will honor their desk schedules, arriving on time and staying until they are properly relieved. Changes in the desk schedule should be noted in the desk notebook and on the schedule posted in the office by the person initiating the change.

(5) A fifteen minute break may be taken when the librarian is scheduled at the desk for more than two consecutive hours.

(6) Heavily used materials such as indexes, abstracts, business directories, etc., should be re-shelved frequently. Materials left on index tables should be collected and placed on the reference truck. When the top shelf of the reference truck is full, the more heavily used of those titles should be re-shelved.

(7) When providing tools from the locked case, the Reference Librarian should request appropriate identification in exchange for the item. In order that one patron not monopolize the materials, only one item from the locked case should be provided at a time. The identification should be placed into the wooden box in front of the card for the item.

2. Guidelines for handling inquiries

a. General Inquiries

(1) Service availability and priority. Reference and information services are available to individuals who come to the Library and to those who request assistance over the telephone or through correspondence. Although telephone and correspondence reference services are an integral part of reference and information services, priority is always given to users who come to the Library. Special consideration is given to the needs of disabled library users.

(2) General statement. Use judgment to determine which questions can be handled to completion by the librarian and which ones are best answered by proving guidance in selecting sources to consult. In the first category are directions, general questions concerning Library policies and services, information on library holdings and ready reference questions involving specific facts easily determined from standard sources.

(3) Directions. Whenever possible, give directions with reference to appropriate printed aids available at the Desk or posted in the Library (e.g., map of campus libraries, bookmark with call number locations).

(4) Library policies. When in doubt about exact policy, refer patron to appropriate Library department. When the user comes to the desk and time permits, it may be preferable to make the inquiry yourself in order to obtain the desired information.

(5) Library holdings. See Section "Catalog Service."

(6) Information service. Answers to questions should be based on data in standard reference sources whenever possible. The printed information should be shown to the user, or in the case of a telephone inquiry, the source of the information should be cited. do not rely on your own memory or knowledge to provide answers; use and cite appropriate reference sources.

b. Problem inquiries.

(1) On-going questions. If a librarian has to handle an on-going question, (a question that cannot be answered during the scheduled time at the reference desk), it is the responsibility of the librarian receiving the question to provide the answer, unless other arrangements are made with the relieving librarian. If the latter is the case, a green sheet (Reference Question Record) should be completely filled in providing all information needed to answer the question and a list of sources already consulted.

(2) Questions received at closing time. Whenever possible, handle questions received at closing time to completion even if it means working overtime. However, if the questions seem complex or you have other commitments which prevent you from remaining, ask the user to return for assistance when the Reference Desk is open. Inform the user that the role of the Information Desk staff is to assist with routine directional and simple informational questions only. Complete a Reference Question Record (green form), summarizing the main points of the question, so that you or the librarian coming on duty in the morning will be able to pursue the inquiry.

(3) Language difficulties. If you are unable to assist the user satisfactorily, consult another staff member who may have greater familiarity with the language spoken. The Reference Desk notebook contains a list of language competencies among UCI librarians and staff.

3. Behavior and attitudes

a. Approachability

(1) Represent UCI Libraries with courtesy and professionalism.

(2) Remain alert and visibly approachable. Be aware of unexpressed needs for assistance and encourage requests from library users.

(3) Take care to keep voices low, whether talking with users, staff members, or on the telephone.

(4) Library users waiting at the desk should be assisted before staff members,

unless the staff member has brought the user to the desk.

(5) All reasonable efforts should be made to respond positively to inquiries.

(6) Do not socialize at service desks. Casual personal conversation should be held to a minimum. Personal telephone calls should be neither received nor made at the desk.

(7) Recreational reading, or formats which give the appearance of recreational reading (newspapers and magazines), is not allowed at the desk.

(8) Any work done at the desk should require limited attention. In slack times, it is appropriate to review reference materials--new titles, ready reference collection, shelf-list, notebooks, etc. Make effective use of the time available while always maintaining priority of service to users.

b. Reference transactions.

(1) Provide active assistance. Initiate contact with users wherever possible for the purpose of eliciting questions, establishing rapport, providing information, or gauging user satisfaction.

(2) Conduct reference interview which puts user at ease and encourages them to state specific information needs so that you can use the most effective approach and sources to locate the information.

(3) Accompany the user to the recommended source, insure that it is appropriate to answer the question and that s/he understands its use. Remind user that additional assistance is available if desired.

(4) When traffic at the desk permits, always check back with the user to determine if information needs were met or further assistance is required.

(5) The amount of time devoted to the needs of an individual user should reflect demands at the desk. What is practical at one time may not be at another; it is important, however, that an effort be made to provide adequate service. Additional suggested guidelines:

(a) Always try to suggest some sources and specific headings (in the catalogs, appropriate indexes or bibliographies, etc.) and encourage the reader to return for further suggestions if the results are not satisfactory.

(b) If the inquirer is a UCI user beginning a complex or extensive search and is unfamiliar with the relevant sources, suggest s/he make an appointment for a Specialized Research Consultation with the appropriate librarian. (Brochures available at the Reference Desk.)

(c) Whenever appropriate, inform user about the availability and advantages of Computer-Assisted Reference Service. If s/he seems at all interested, give them the brochure describing the service and describe procedure for requesting a search. (See also Section d below.)

(d) If you are unfamiliar with what sources might be available and wish to investigate when you have more time, complete a Reference Question Record (green form) and arrange to report on the question later.

(e) When likely sources of information are known but a search of them will be very time consuming, or require specialized knowledge which you do not have, suggest that the user do the search or employ a research assistant.

(f) When the search appears to require a quick check of a large number of potential sources which would be difficult to explain to the reader, and the purpose of the question seems to justify it, the reference librarian may invest a reasonable amount of time on the research.

(6) Strive to achieve a thorough knowledge of all reference materials and techniques through consistent review of the collection, reading professional literature, observation of and discussion with colleagues, and participation in continuing professional development opportunities.

c. Consultation and referral.

(1) Whenever possible, do not let the user go away without the information needed or a referral. Use all resources and methods known to you and consult with subject specialists and other colleagues, e.g. Government Publications, Microforms, Bibliographers. Whenever possible avoid giving a negative answer without consulting or providing an informed referral. (See also Section F-Referrals.)

(2) Whenever you are in doubt about eh correctness or thoroughness of your information, seek another opinion.

(3) If further assistance from a subject specialist is not available at that time, inform the user that s/he may consult another librarian(s) and provide appropriate librarian's name and telephone number.

d. Computer-assisted reference service.

(1) Each online search request should include a full reference interview.

(2) The form will be completed to indicate all necessary information (see sample, Appendix E).

(3) The completed form will be placed in the Data Services Coordinator's in-box.

4. Recording statistics and questions.

   a. Statistics.

      (1) Accurately record all transactions on daily statistics log.

   b. Questions.

      (1) Record catalog check questions (including checks for reference materials) on appropriate bibliographer for purchase recommendation.

      (2) Record reference questions in process on green Reference Question Record (green form) and place on spindle. Complete form as thoroughly as possible including all sources checked. It is the responsibility of the next librarian(s) on duty to pursue these questions as soon as possible.

5. Reporting problems.

   a. Missing reference book(s). Whenever you notice any title missing from Reference (and it is not on the sorting cart), complete a Missing Reference Book form (in forms drawer) and give to appropriate support staff.

   b. Report all service and/or policy problems encountered at the desk to the Reference Department Head.

C. Information Desk.

See Information Desk Policy Manual (Appendix B).

D. Catalog Service.

1. Telephone catalog checks are limited to three titles.

2. During the academic year refer author/title checks to the Information Desk.

3. When classes are not in session and the Reference Desk is single staffed, author/title catalog checks may be referred to the support staff.

4. Reference librarian will assist in complex author/title catalog search.

5. Subject catalog search assistance is provided by reference librarians.

   a. Accompanying user to Library of Congress Subject Headings; briefly explain use.

    b. If needed, accompany user to card catalog and locate the selected subject heading.

    c. Check back with user as time permits.

6. In telephone catalog checks offer call number and refer to circulation desk if desired.

7. Online Catalog-MELVYL.

    a. Reference librarians will be alert to people who need assistance.

    b. If subject search, suggest that user consult LCSH for proper subject heading(s).

8. BTS and Unprocessed materials form.

    a. If desired title is not in UCI catalog or MELVYL, search BTS printout.

    b. If UCI affiliated, fill out unprocessed materials request and explain procedure.

    c. If non-UCI affiliated, have user fill out purchase suggestion form.

E. Telephone

1. Incoming calls.

    a. General guidelines.

        (1) Answer all incoming calls promptly, by the third ring if at all possible.

        (2) Use a pleasant telephone manner; make the caller's first impression a good one.

        (3) Answer with a phrase that identifies the service point, such as "This is the Reference Librarian, may I help you?" if transferred from the Information Desk, or "UCI Library Reference, may I help you?" if coming direct.

        (4) Telephone inquiries with questions which are complex or require an extensive search should be called back if it is a local or ATSS call, or requested to call back at a specific time, rather than being placed on hold and tying up an incoming line. Librarians should always honor the commitment to call back, if only to inform the person that you were unable to locate the information requested and to suggest another possible source.

        (5) Callers with research questions should be encouraged to come in person to the library and to request assistance at the Reference Desk.

(6) Handle calls to completion.

(a) For referrals to other campus departments, use the campus Telephone Directory and transfer the call, but give the number to the caller in case you are cut off trying to transfer the call.

(b) If you know the information the caller wants is to be found in specialized sources and can be better provided by another department or branch library, make sure the caller knows whom s/he should consult and the reason you are transferring the call.

(7) Leave effective messages.

(a) When the call is for someone in the department who cannot be reached immediately, always offer to take the message. Make it clear, concise, and complete. Messages for staff members should be written on the appropriate forms and left in mailboxes.

(b) Use the Reference Question Record (green form) to record questions or answers in process for which callers will be phoning back at some specified time.

(c) Reference Question Record forms will be removed after one week or the inquirer has been notified.

b. Paging library users.

The library does not have a paging system, and as a general rule, users are not paged. In emergencies, you may check the Reference Room for the person requested then refer to the Loan Desk.

c. Checking public catalog. See Section H-Catalog Service.

d. Circulation inquiries.

Provide caller with the call number of the item desired, then refer to Loan Desk staff who will check CLSI to determine if the item is checked out.

e. General library information.

(1) As with all inquiries, provide information of which you are certain or refer to appropriate individual or library department.

(2) Answer questions concerning general library policies if the inquirer simply wants to know what the policy is. However, if the question concerns interpretation of policy, or an individual problem affected by a policy, refer the inquirer to the service desk or department responsible for carrying out that policy.

f. Personal calls.

(1) Personal telephone calls should be neither received nor made at the desk. If you receive a personal call, explain that you are on duty at the Reference Desk and return the call after you return to the Reference Office. If traffic at the desk permits, and it is agreeable to the other librarian on duty, a long-distance call may be taken in the office.

(2) Transfer or refer calls for other members of the library staff to the correct department and give the number to the caller for future use.

(3) Home telephone numbers of staff members are not released without permission. In such cases, offer to take the caller's name, telephone number, or message so the staff member may return the call.

(4) Callers seeking employment confirmation data for staff members (or former staff members) should be referred to the Library Personnel Office. Callers seeking a reference for a job-hunting staff member (or former staff member) should be referred to that staff member's supervisor.

g. Emergency and nuisance calls.

(1) In an emergency situation, such as a bomb threat, try to obtain as much information as possible from the caller and write it down. Notify Campus Police at once (x5222). See Library Emergency Procedures (Appendix C).

(2) Nuisance calls should be dealt with as quickly and unemotionally as possible. If they persist, notify the Department Head.

2. Outgoing calls.

a. General guidelines. When making official calls, always identify yourself by name and as member of the Reference Department of the Library. Remember, buildings and departments do not make calls, people do.

b. Long distance calls. There are no restrictions on calls to campus or local numbers, other than need and brevity. However, long distance calls are strongly discouraged. Long distance telephone inquirers should be requested to call back for requested information when necessary or to accept a collect call.

c. Calling local libraries. Typical out-going calls are those made to libraries in the area to obtain information about their holdings or services. We do not ordinarily call long distance for such information.

d. Patron use of the phone. Telephones at the Reference Desk are available for official library business only. Users (including faculty) should use the campus phone located under the stairs or the public pay phones outside the main entrance to the library. For inter-campus telephone calls, refer person to Campus Organization Services, 102 University Center, x5181.

F. Special Inquiries

1. Class assignments. Help users locate information for class assignments. When a class assignment creates a problem, or the same question(s) is asked repeatedly at the Desk, give the information to the Educational Services Coordinator (E. Broidy) in order for her to arrange for bibliographic instruction in consultation with he reference subject specialist.

2. Request for library tours. Refer to Educational Services Coordinator who will make arrangements. If coordinator is unavailable, take requester's name and telephone number, affiliation or organization, and number of participants. Inform the requester that the coordinator will return the call. If the Coordinator is expected to be away from the Library for several days, refer the request to the Department Head.

3. Legal questions. Inform users that librarians do not interpret legal information; only spelling, brief dictionary definitions, and factual information are provided. Refer to appropriate legal reference sources (see binder "Legal Resources at UCI" in ready reference) and/or Orange County Law Library. UCI affiliates seeking in-depth legal information for assistance may be referred to the UCI Legal Clinic.

4. Medical questions. Inform users that librarians do not provide medical interpretations, opinions or diagnostic advice; only spelling, brief dictionary definitions, and factual information are offered. When information cannot be located in the Reference Department's limited medical collection, refer inquirer to the Biomedical Library.

5. Statistics. Provide answers (with source cited) to simple, straight-forward queries, but do not provide interpretations or computations of statistical information. Generally, if the question or response involves the recitation of more than one or two figures, it may be subject to interpretation and the inquirer should be encouraged to come into the library and request assistance at the desk.

6. Bibliographic citations and verification. Provide no more than three bibliographic citations if information can be obtained quickly using either a printed index or online database. Generally, librarians do not check stacks to locate information, but you may use your judgment in special circumstances (e.g. disabled users, faculty with pressing deadline, etc.) and follow up when you are not on the desk. For complex bibliographic style questions, inquirer should be encouraged to come in and use appropriate style manual.

7. Genealogical questions. Genealogical questions are those which involve the

tracing of lines or details of family history, and not just the identification of a person, or the finding of brief biographical information about a person, such as would be included in a "who's who" type of directory. Genealogical searches are not undertaken. Catalog assistance and the location of standard reference services are offered. These questions may be referred to local genealogical societies as appropriate. For referrals consult the Rolodex under "Genealogy."

8. Recommendations of books for purchase by individuals. Refer users to standard reviews of the work(s) in question and advise user to examine the library copy if available, but do not make recommendations.

9. Appraisal of books and artifacts. Reference staff do not appraise items. Users should be advised to consult standard reference works or a professional appraiser, but specific appraisers are not recommended.

10. Take-home exams, contests, puzzles, etc. Generally handle the same as any other question, i.e. to direct the user to probable sources of information, encouraging her/him to return if those sources are unsatisfactory. People requesting such information over the telephone should be treated as any person seeking information. The length of time on the telephone and the in-house circumstances are the governing factors, not the type of question. If you suspect a question is in these categories and is likely to be asked repeatedly, alert other staff to the question and the recommended source of the answer by adding a clearly written note to the daily cover sheet on the reference information clip board.

11. Standards, specifications. UCI has a limited collection of standards, principally ASTM. Requests for other standards should be referred to sources listed on the Rolodex under the heading "Standards and Specifications."

G. Referrals

1. Make informed referrals, i.e. referrals that you believe will be successful because you have checked first if you weren't sure.

2. If you can't verify whether or not you are making a valid referral, always inform the user that directory information may be dated and suggest strongly that s/he call first.

3. If we do not have the information or material which a user needs, try to refer to another source, or suggest a next step.

4. Avoid shuffling a user or caller from place to place. Make an informed referral, especially within the library or on campus. Don't experiment with the user.

5. On Campus.

a. Generally call first to verify whether a department, school, or office has the needed information;

b. Encourage the user to call another campus library to verify availability of a serial or monograph;

   (1) Biomedical Library. Insist that the user call first about serials, since serials circulate from that collection. Librarian is there only Monday through Friday until 6:00 p.m.

   (2) Medical Center Library. Policy is that user must go to the Biomedical Library which will order needed material. Parking at the Medical Center is impossible.

6. Other Libraries.

   a. If you refer the user or caller to another library, check the Reference Desk files to determine if we have specific information about that library and its resources.

   b. Always suggest that the user call the library and provide a telephone number to the user.

   c. When referring to a public library within Orange County, refer user or caller to a regional or main library.

7. Other Referrals. Always provide a telephone number and suggest that the person check first.

H. Emergencies.

1. Staffing Weekends.

   a. If a librarian is unable, because of emergency, to meet the regularly scheduled weekend assignment, the librarian will call one of the other persons in the weekend team.

   b. If neither member of the team is able to work, the librarian scheduled to be on duty will inform the Department Head and inform the Information Desk.

   c. In the event that staffing at the Reference Desk is delayed, the Information Desk and the Loan Desk should be notified, as well as the Department Head.

2. Other Public Service Point Emergency Staffing.

   a. If a branch library or public service point will not be staffed for any period of time, the reference librarian on duty will make any necessary decisions, in consultation with the supervisor of the affected unit.

   b. See Appendix A, Emergency Staffing of Public Service Points, for telephone numbers.

3. Other Emergencies.

   a. Report the problem to Library Administration.

   b. Inform the Department Head that Library Administration has been notified.

   c. See Appendix C for emergency procedures.

I. Circulation of Reference Material.

The Reference Room collection is non-circulating. This insures that the material is available at all hours that the Library is open. As material is de-reffed, it is sent to the stacks. Some of these titles have been approved for circulation from the general stacks. This fact is indicted in the Serials record. Those that have not been identified as circulating are considered to be reference titles, even though they are located in the general stacks.

1. Photocopying.

   Library users may take materials from the Reference Room for photocopying provided that they bring such materials back to the Reference Desk.

2. Reference Room Materials.

   a. Reference materials will be used in the Room (except for photocopying).

3. Home Use/Library Department Use.

   a. Requests for the home use of reference materials are directed to the librarian at the Reference Desk. That librarian makes the decision whether or not a short-term loan is possible, using the following policies and guidelines:

      (1) User must have a current UCI library card and be a UC affiliate. Exceptions can be made at the judgment of the librarian at the desk.

      (2) In general, no Ready Reference titles, locked case titles, maps, vertical file material, microforms or unprocessed material may be circulated.

      (3) The librarian deciding whether or not to approve a short-term loan should consider these questions:

         (a) Is material heavily used? How frequently is consulted?
         (b) What is its replaceability?

            (c) How serious would it be if it was not returned?
            (d) Why does the user need it?
            (e) Could the user use an older edition which is in the general stacks?

        (4) If home use of the material is approved, a short-term loan may be granted of no more than one week. If use is for interlibrary loan, a reasonable loan period should be granted.

    b. Procedures.

        (1) User or staff member must complete the Reference Loan form, including zebra number (see attached sample; Appendix E);

        (2) Librarian initials, places yellow form in the Reference Loan file at the Desk, and places the long blue form in the book;

        (3) User is told to give the book to a Loan Desk staff member to avoid the detection system;

        (4) User is instructed to return the material directly to the Reference Desk on or before the date and time due.

J. Interlibrary Loan (ILL).

1. In general, this service is available only to UC students, faculty and staff. People not affiliated with the University of California, even though they have a valid UCI library card, should be directed to their public libraries or an information broker for ILL service.

2. Procedures.

    a. Monday through Friday, 8:00 a.m. to 5:00 p.m., if the person is affiliated with UC, and UCI does not own the material, refer the person to the Interlibrary Loan.

    b. At other times, give the UC user one or more of the ILL forms (under the desk) and suggest that s/he fill them out and slide them under the window at ILL. Recommend that the user complete the "Cited in" line and indicate in the appropriate place if s/he found the title in MELVYL, the UCLA catalog, etc.

MISSION STATEMENT

REFERENCE SERVICES SECTION - ELIZABETH DAFOE LIBRARY

The staff of Reference Services is a gateway to the information needed by users of the Elizabeth Dafoe Library.

Our primary function is to enable faculty and students to access information sources effectively and efficiently.

The primary users of the Elizabeth Dafoe Library are the Faculties of Arts, Human Ecology, Social Work, and Nursing and the Continuing Education Division's Distance Education Program.

The staff of Reference Services is dedicated to providing quality service, including:

- *instructing and assisting both individuals and groups in research methods;*
- *instructing and assisting users in accessing information in all formats and interpreting and promoting the use of information sources;*
- *selecting and managing print and electronic information resources, emphasizing material needed for teaching and research by the library's primary users;*
- *referring users to information resources and collections found in institutions outside the university of manitoba;*
- *providing document delivery when appropriate.*

1.0 CD-ROM Databases

1.1 POLICY STATEMENT:

Reference materials in CD-ROM format will be acquired in accordance with the selection policy for Reference Services. Access is free of charge to all users.

Networked CD-ROM products available on the **NETDOC** system will be accessed through some of the terminals in the Reference Room and all the **NETDOC** terminals.

Access to the terminals in the Reference Room will be governed by sign up sheets; access to the **NETDOC** terminals will be on a first come, first served basis.

Requests for mediated searches (fee-based) should be referred to the Computer Search Services or Distance Education librarian.

1.2 PROCEDURES:

1.2.1 Inside the Reference Room, materials in CD-ROM format are accessed at workstations consisting of a PC, monitor, CD-ROM drive and printer. Users are required to sign-up in advance of access on the schedules located at the Reference Desk. The sign-up schedules allow patrons to reserve use two weeks in advance. Usage restrictions (i.e. 1 hr/wk; 2 hrs/wk) and print-out restrictions are indicated on each sign-up schedule.

1.2.2 Documentation in the form of manuals, quick reference guides, and thesauri will be provided at the individual workstations. In addition, handouts filed in the Reference vertical file, will be made available to assist users in developing a basic understanding and knowledge of search methodologies.

1.2.3 Access to the **NETDOC** CD-ROM databases will be available through some of the terminals in the Reference Room and through the **NETDOC** terminals near the Reference Desk. There will be no sign-up sheets for the **NETDOC** terminals. These terminals are not attached to printers.

1.2.4 Assistance in utilizing the CD-ROM databases will be provided during hours of opening for Reference Services. Access is available as well on a self-serve basis when the Reference Desk is closed and the Elizabeth Dafoe Library is open.

1.2.5 For those databases for which Dafoe librarians are responsible as bibliographers, tutorials are provided in conjunction with bibliographic instruction seminars for classes and groups.
Whenever possible video tutorials will be acquired and located in the Reserve collection.

1.2.6 For those databases available through **NETDOC** for which Dafoe librarians are not responsible as bibliographers, only minimal instruction and help will be given. Users will be referred to the library primarily responsible for the database for in depth training and help. For example, questions about ERIC will be referred to the staff of the Education Library.

September 1993

2.0 Circulation of Reference Materials

2.1 POLICY STATEMENT:

Reference materials including maps and college calendars do not circulate. At times we may be able to find a duplicate copy of a reference work in the Dafoe stacks.

2.2 EXCEPTIONS:

Reference librarians may want to depart from this rule and lend material to people with valid borrowing cards in some of the following circumstances:

2.2.1 The work is needed for a class presentation or orientation session.

2.2.2 The work is not a heavily used item.

2.2.3 The user wishes to take the item to his/her department to photocopy.

2.2.4 The library will be closing at 5:00 p.m. or will be closed over the weekend when the user wishes to use the item.

2.2.5 The user needs a dictionary for a language reading exam.

2.2.6 A student or faculty member wishes to use a college calendar while discussing a program at another university with faculty.

2.2.7 Admissions office staff wish to borrow a college calendar in order to evaluate courses.

2.3 MAPS:

Queries about maps must be referred to the map librarian. In his/her absence reference librarians should use their own judgement.

2.4 PROCEDURES:

2.4.1 If a reference librarian in doubt as how to deal with a request to borrow reference material the request may be referred to the Head of the Reference Section.

2.4.2 Requests made to Reference assistants should be referred to the Head of the Reference Section or to a Reference librarian.

2.4.3 Fill out a Permission Slip (example on next page). Yellow blank slips are kept in the Reference Desk drawer (under Permission Slip). Ensure that the borrower knows that they will need a valid borrowers card. Give the borrower the book and the slip and instruct them to have it signed out at the circulation desk.

2.4.4 When material is returned, circulation staff should be alerted to the fact that the book should be shelved in Reference (or the shelver should catch it). In the event that material is overdue Reference will get a report. The Permission Slip(s) is placed in Reference mail basket located in Circulation as soon as material is signed out. Mail is picked up by LAI on daily basis. LAI checks Reference shelves periodically to make sure material has been returned to Reference. When material is back on shelves, LAI gives Permission Slip(s) to LAIII.

January 1994

2.5 Permission Slip to Borrow Reference Material

Reference Services, E. Dafoe Library

Permission has been granted to lend this material to this patron for:

___ The default period of 24 hours.

___ Other. Date due:___/___/___ (mm/dd/yy)

Time Due:___________

Call number: ____________________

Title: ____

Note to Circulation Staff: *After signing out the material in PALS, please leave this form in the Reference Slot.*

Signature of Librarian: ________________________ Date: __________

3.0 Rush Processing

3.1 POLICY STATEMENT:

If a requested item is found in BRIDGE or in the On Order file and is marked "In Process", a Rush Processing request should be made to Technical Services, so that the patron can have the book in the shortest possible time.

3.2 PROCEDURE:

3.2.1 When a title is stated to be "In Process" in BRIDGE, it can be located by first checking the local field 035 that appears in tag display (DI # t). If it has "DerC", the item is in Derived Cataloguing. If it has "OCAT", the item is in the Original Cataloguing Section.

Whenever an "In Process" item is needed urgently, the appropriate section can be contacted to locate the item.

3.2.2 When the item is located in the On Order file, print the screen, and retain the print out as a record of what is wanted.

Technical Services staff will rush the cataloguing and processing of the book and then route it to the Reference staff member who requested it. The patron can then be contacted to pick up the book.

September 1993

4.0 **Literature Searches and Lengthy Questions**

4.1 POLICY STATEMENT:

Due to the workload of Reference Services staff, the practise of teaching patrons to use the various indexes and other tools in the Library, so that they can do their own literature search, will generally be preferred to actually doing the search for them. Individual reference librarians must use their own professional discretion in determining the amount of work to be done for a patron.

Reference staff will rarely look up more than five call numbers for a patron, or retrieve more than five addresses.

Where appropriate, as detailed below, staff may suggest patrons request an on line search.

4.2 PROCEDURE:

When any of the following situations exists, staff may suggest that the patron request an on line search, or, if possible, use one of the CD-ROM indexes:

a) The request is from a profit making body

b) The request is from outside the University

c) A manual search would take more than 2 hours

d) The patron is under time constraints

March 1992

5.0 Orientation Room

5.1 DEFINITION:

Room 135, E. Dafoe Library
Located between the Reference Information desk and Microforms.

Capacity: 35 (20-25 comfortably)
Equipment: Chairs and tables, overhead projector and screen, chalk board, computer and CD-ROM drive.

5.2 POLICY STATEMENT:

The orientation room may be used by any group undertaking library instruction or orientation (including external users). The room may also be used for other purposes by University of Manitoba (U of M) students and staff. Priority will be given to library orientations / instruction for U of M students. The room may be booked for any time the library is open.

5.3 PROCEDURES:

5.3.1 Booking:

Bookings may be made through the Reference secretary (9248) or by using the calendar located on the Reference/Information desk (labelled Orientation Room). Bookings are on a first come first served basis, except that bookings for orientations / instruction of U of M students may bump other bookings. If the booking is for an external group the person taking the booking should note the contact person's phone number on the bookings calendar.

5.3.2 Key:

There is a key for the Orientation Room at the Circulation Desk. The door can also be opened by a Reference librarian.

5.3.3 Computer Equipment:

Any computer equipment necessary should be arranged either through the Systems Office (6617) or Communications Systems.

March 1993

*6.0 Photocopying of Library Materials by Reference Staff

6.1 POLICY STATEMENT:

Requests for photocopies of materials required in response to a mail or telephone reference query will be provided at the discretion of Reference Staff. When applicable users should be advised of the availability of Interlibrary Loan Services to fill requests for photocopied materials.

The charges for mail out photocopying provided by Reference Services, Elizabeth Dafoe Library will be as follows:

No charge for the first 10 pages
$10.00 for more than 10 pages to
a maximum of 50 pages

*It is the policy of the University of Manitoba Libraries to conform fully to the regulations of the Copyright Act, R.S.C. 1985, C.C-42.

6.2 PROCEDURES:

Photocopying requests will be recorded on the REFERENCE PHOTOCOPYING REQUEST FORM where name, address, telephone no., total no. of pages copied and charges will be indicated. The forms will be forwarded by the Reference Secretary to Marlene Miller, Library Offices, for processing.

Requests for photocopying in response to a mail or telephone query will be monitored by recording each request on the "Off Desk Statistics" sheet located in the Reference Services office.

Photocopied materials will be mailed to the requester free of charge.

March 1992

6.3 Reference Photocopying Request Form

NAME:________________________________

ADDRESS:______________________________

POSTAL CODE:__________________________

PHONE:_______________________________

REQUEST COMPLETED BY:__________________

DATE_________________________________

NO. OF PAGES COPIED:___________________

TOTAL COST:___________________________

7.0 Request for Reference Assistance after Reference Hours

7.1 POLICY STATEMENT:

The Request for Reference Assistance Form provides users with the opportunity to request reference service when the Reference Desk is closed. Patrons can request information and/or assistance by completing a REQUEST FOR REFERENCE ASSISTANCE FORM which will be acted upon by the staff member scheduled at the Reference Desk upon re-opening. Patron requests will be answered by telephone (Winnipeg and other local calls) or letter (out-of-town).

7.2 PROCEDURES

During hours when the Reference Desk is closed and the Elizabeth Dafoe Library is open, the Request for Reference Assistance forms and deposit box will be placed at the Reference Desk by the staff member who is responsible for closing the desk. In turn the Reference staff member who is scheduled at the Reference Desk at re-opening will assume responsibility for providing the information/assistance requested.

Completed requests will be monitored by recording each request on the "Off Desk Statistics" sheet located in the Reference Services office. The completed Request for Reference Assistance forms will be maintained in the Reference vertical file.

7.3 Request for Reference Assistance Form

Reference Services
Elizabeth Dafoe Library

TIME:____

DATE:____

NAME:____

ADDRESS:_____________________________________

____

TELEPHONE:___________________________________

Information/Assistance Required (please provide as complete an outline as possible):

____

____

____

____

____

____

____

PLACE REQUEST FORM IN THE BOX PROVIDED.

Telephone responses will be provided for local requests while out-of-town requests will be answered by mail.

8.0 Opening & Closing Procedures

8.1 OPENING

8.1.1 Librarian

1. Take down "Closed" sign at Reference Desk. Check voice-mail for messages.
2. Turn on Datamedia terminal, PC and printer.
3. Prepare statistics sheet(s), if not already done.

8.1.2 LAI (Monday to Friday)

1. Load software in Reference MIND and turn on monitor. Logon to Bridge.
2. Check CD-ROM sign-up sheets to ensure that they are in order. At the beginning of each week remove CD-ROM sign-up sheets from previous week and file in appropriate folder in LAIII filing cabinet. Add new sheets to each binder as required, maintaining at least a 4 week supply of sheets. Check library hours regularly.
3. Check CD-ROM workstation area to ensure that there is an adequate supply of paper and that the workstations are in running order and clean.

Opening & Closing Procedures

8.2 CLOSING

8.2.1 Librarian

1. Remove software from Reference MIND, turn off monitor and printer.
2. Turn off Datamedia terminal, PC and printer.
3. Prepare statistics sheet for next day, if time permits.
4. Place software in top right-hand drawer of the desk closest to the wall, lock the drawer and place key in Juliette's box.
5. Put up "Closed" sign at Reference Desk.
6. Lock microcomputer(s) in Reference Office and put key(s) in key locker, if not already done.

9.0 Long Distance Telephone Questions

9.1 DEFINITION:

Responding to reference questions received by long distance telephone call.

9.2 PREAMBLE:

While the Libraries' mission is to provide service to all library users, priority will be given to University of Manitoba students, faculty and staff or on-site users.
Furthermore the Libraries are not funded to respond to long distance queries by telephone.

9.3 POLICY STATEMENT:

Reference staff will not make long distance telephone calls to respond to reference queries. An exception is made to the policy of such questions when they are received in the form of voice-mail messages.

9.4 PROCEDURES:

9.4.1 Long distance telephone questions should be answered in one of the following ways:

a. By asking the patron to call back at a pre-arranged time;

b. By arranging with the patron to call him/her back collect; or

c. by mail

9.4.2 When long distance telephone questions are received as voice mail messages.

a. Long distance calls can be returned. A long distance chit should be filled out and given to the Section Secretary.

March 1994

10.0 Orientations / Bibliographic Instruction

10.1 CROSS-REFERENCES

SELF-GUIDED TAPE TOUR
ORIENTATION ROOM
SUBJECT RESPONSIBILITIES OF BIBLIOGRAPHERS

10.2 DEFINITION

10.2.1 Library Orientation:

"An information service to a group designed to introduce potential library users to the facilities, organization, and services of a particular library." For purposes of this policy Orientations and Tours are synonymous.

10.2.2 Bibliographic Instruction:

"An information service to a group, which is designed to teach library users how to locate information efficiently. The essential goals of this process are an understanding of the library's system of organization and the ability to use selected reference materials. In addition, instruction may cover the structure of the literature and the general and specific research methodology appropriate for a discipline."

Source: Young, H. ed. ALA Glossary of Library and Information Science. Chicago: ALA, 1983. REF Z 1006 A48 1983

10.3 PREAMBLE:

In the beginning of the fall term the Orientation Librarian schedules General Tours of the Elizabeth Dafoe Library. Students may sign-up for these tours at the Reference Information Desk. Other Orientations and BI are provided throughout the year primarily at the request of faculty members, with the majority scheduled for the beginning of the fall term.

10.4 POLICY STATEMENT:

Orientations and BI are provided only to regular academic classes of Faculties and Schools served by the Elizabeth Dafoe Library and not for Learning Resources Centre, special programs, interest groups, high school students, etc. Anyone is welcome to take the **Self Guided Tape Tour** (provided they have a library card or adequate I.D.)

Orientation and BI are generally provided to groups and not to individuals, but librarians should exercise professional discretion.

General orientations are coordinated by the Orientation Librarian (Karen Hunt) or her designate and BI is provided by the appropriate subject bibliographer.

10.5 PROCEDURES:

10.5.1 General Orientations (for groups)

Refer general orientation enquiries to the Librarian responsible for Orientations (Karen Hunt).

10.5.2 Bibliographic Instruction (for groups)

Refer specific requests from faculty members to the bibliographer responsible for the subject area.

10.5.3 Orientations and BI (for individuals students)

Refer requests from students and other individuals (not faculty) for tours and General Orientations to the **Self-Guided Tape Tour** of Elizabeth Dafoe Library.

Refer requests for BI to specific Bibliographers, or the Reference Librarian on duty at the Reference/Information desk.

May 1991

11.0 **Procedure for Missing Reference Books**

1. When a Reference book is noted missing, a yellow "Search Card" is filled out (see sample) and left with LA III.

2. As soon as possible LA III verifies the information in BRIDGE and proceeds to check as follows:

   a) Book shelves in Reference Section (may be miss-shelved)

   b) Check with Reference Librarians

   c) Display case

   d) Dafoe main stacks

   e) Technical Services

3. These steps are repeated for 3 consecutive days and if a missing book is not found, it is entered in BRIDGE as missing. The Search card is filed in Circulation Box kept at LA III's desk.

4. Two weeks later repeat steps a & d.

5. One month later repeat steps a & d.

6. Four months later repeat all steps.

7. If the item is located, the search card is withdrawn from the Circulation Box and item availability Status is changed in BRIDGE.

8. If the item is not located, LA III will give the search card to the librarian in charge of missing books. He/she will then make a decision on interdisciplinary books and distribute the remainder according to the subject area.

April 1992

12.0 Bridge Training

12.1 POLICY STATEMENT

Reference Services Mission Statement says that Reference staff is a "gateway to the information needed by users" and that one way they will accomplish this is by "instructing and assisting users in accessing information in all formats". The Bridge System is the primary access point to the U of M Library collections and ensuring that students and faculty can use the system is thus one of the most important services offered by Reference staff.

12.2 PROCEDURES

12.2.1 Bridge training will be offered in three formats - informal Bridge instruction at Reference Desk, Hands-On Bridge Tutorials offered during the school year, depending on demand, and Bridge instruction as part of Bibliographic Instruction and other formal Library Instruction.

12.2.2 Hands-on Bridge Tutorials - will be offered depending on demand. Karen Hunt's handout may be used as a guide in presenting information.

13.0 Voice Mail at the Reference Desk

13.1 POLICY STATEMENT

When the Reference Desk is staffed, first priority will be given to answering questions from clients who come to the desk in person. If there is a choice between dealing with a person and answering the telephone, Reference Staff will let the phone ring and the client will have the option of leaving a voice mail message.

When the Reference Desk is not staffed, clients calling in may leave questions in the voice mail box.

Questions left in the voice mail box will be answered as soon as possible by Reference Services staff.

13.2 PROCEDURES

13.2.1 Messages will be changed as necessary to reflect actual conditions. If the library is to be closed for one or two days, for example, the message should be changed to inform callers of that fact.

13.2.2 Messages should be answered as soon as possible, and erased (by dialling "76") as soon as they are dealt with. No more than 24 hours should elapse between the time a message is left and the time the first call back is made, unless a Sunday or a holiday intervenes. The first person on the desk in the morning should listen to any messages that have been left during the previous evening and answer and erase them.

13.2.3 Questions that are clearly the province of one of the Reference staff will be copied on a telephone message slip and given to that person to answer.

13.2.4 Voice mail messages should be recorded in the appropriate telephone column on the statistics sheet.

September 1993

14.0 E-Mail Reference

14.1 POLICY STATEMENT

Reference questions will be accepted in E-Mail format, in an effort to provide our clients with the maximum number of access points to our services.

14.2 PROCEDURES

14.2.1 Messages will come from all of the campus E-Mail systems and be deposited in the Reference Unix mailbox.

14.2.2 Messages will then be forwarded to the Microsoft Mailbox of one of the Reference Services Staff. Ordinarily, this will be the Head of Reference. If that person is on vacation, the messages will be forwarded to another member of the staff.

14.2.3 Messages can be forwarded in the following manner:

1. Sign on to the UNIX account "libdf17"

2. At the ccu% prompt, type the word "echo"and the account number to which the mail is to be transferred. For example:

```
ccu% echo blanchrd@bldgdafoe.lan1.umanitoba >.forward
```

14.2.4 To check and see where messages are currently being forwarded:

1. Sign on to UNIX account "libdf17"

2. Type **pg.forward** after the ccu% prompt

14.2.5 Messages will be read on a daily basis by the person to whose mailbox they are being forwarded. That person will either answer them or forward them to the mailbox of the appropriate Reference Services staff person.

14.2.6 If the question is unclear, the Reference Interview can be conducted either by E-Mail or by telephone.

14.2.7 Answers will normally be sent by E-Mail, but it is up to the person answering to decide if a phone call or a more lengthy response would be more appropriate.

14.2.8 Answers can be typed in Microsoft mail and then addressed to the questioner's mail box address, which will be entered after choosing the STMP option in the addresses section.

14.2.9 Questions will be recorded on the statistics sheet in the appropriate space.

September 1993

Texas A&M University

REFERENCE DIVISION SERVICES POLICY

I. PHILOSOPHY

A. Definition

Staff

Staff--The term "staff" in this document is used in its generic sense to refer to all library personnel: librarians, classified staff, and student assistants. The term "classified staff" is used when that particular category of personnel is specifically discussed.

B. Purpose

Purpose

The purpose of the Reference Division is to consistently provide reference service of the highest quality. The Reference Division Policy Manual will be used to orient new personnel and to provide guidelines for the operations of the Division.

C. Objective

Objective

The primary objective of the Reference Division is to assist the library's users in locating and using information resources.

D. Ethics

Confidentiality

Evans Library patrons, regardless of their information needs, should be treated with respect. Transactions between patrons and reference staff should be handled in a professional manner, with details of exchanges kept in confidence outside of the professional context. The American Library Association's Code of Ethics as stated in the **ALA Policy Manual** in the current **ALA Handbook of Organization** governs the conduct of all staff members providing information service.

E. Library Patrons

Needs of patrons

The reference staff should strive to understand the needs of each individual user, the nature of the information needed, and the user's level of knowledge.

Categories of patrons	Although the library is primarily intended to be a resource for the faculty, staff, and students of Texas A&M and affiliated institutions, as a state-supported institution it is open to the public. In general, no distinctions are made between different categories of users when providing routine reference service.

F. Types of Reference Services

Patrons' needs	The reference staff should first determine the needs of the patron, using a reference interview when necessary to clarify the patron's request.
Directional questions	Reference staff should provide directional assistance and answer general questions about the library and its services.
Ready reference	Staff should provide reference information to the patron on a person-to-person basis, and by telephone, letter, or electronic mail.
Referrals	When necessary to answer a question, reference staff should refer patrons to colleagues or to information sources outside the library.
Collection interpretation	Reference staff should provide information on and interpretation of the library's catalog on NOTIS as well as other paper and electronic resources.
Handouts	Staff should prepare and provide handouts to help patrons locate library material and use information resources.
Instruction	Informally, when assisting patrons staff should instruct them on the use of information resources in order to teach them to obtain information themselves. Formally, reference staff will also provide scheduled instruction to groups and individuals in the use of information resources.

G. Priorities

Personal service	Personal service to library users is our first priority. Supporting activities, although they may be essential to maintain

the quality of this service, are a lower priority.

Telephone inquiries

Give patrons in person a higher priority than telephone callers. Telephone calls should be answered promptly and callers not be kept on hold for long; however, if there are patrons waiting or if the telephone question seems time-consuming, take the caller's question, name, and number and call back later.

Order of service

Assist users in the order that they arrive at the reference desk. If others are waiting for help, get each user started and encourage them to return to you if they do not find what is needed. As time permits, seek them out to ascertain if they are finding what they need.

II. DESK SERVICE

A. General Guidelines

1. Basic Expectations

Responsibilities

The persons staffing the reference desk are responsible for answering questions from patrons, either in person or by telephone, following the policies and procedures outlined in this document. Reference staff should recognize that quality service can only be provided in an environment that encourages teamwork, diligence, and creativity in the handling of inquiries. In practice, this may require referring a question to a member of the Reference Division or other appropriate division with greater expertise in a particular subject area or accessing resources not readily available in the reference collection.

Reference interview

It is important that the persons staffing the reference desk be persistent in their attempts to understand the true nature of the questions being asked. Skillful interviewing is often required in order to determine the actual information needs of the patron.

2. Levels of Expertise

Student assistants

Student assistants should be able to answer questions concerning locations, general library policies and services, and library holdings, and to be able to use basic reference sources. This includes major paper reference works, NOTIS, and other electronic sources that are served by each reference desk.

A student assistant should not give a negative answer to anything but a basic question (e.g., whether the library subscribes to a particular journal) without first referring patrons to a librarian or classified staff member. If a student assistant has any doubts at all about the answer to a question, he or she should ask a librarian or classified staff member for assistance.

Problems should be referred to librarians or classified staff. If they are unavailable, it may be necessary to take a message (see the section on **Extent of Responsibility** under Handling Inquiries, below).

Student assistants are expected to ask questions of classified staff and librarians and to pay attention when others are answering questions.

Student assistants should have a general knowledge of the area in which they work; when the reference desk is not busy, they should be prepared to do other work in the area as necessary (for example, reshelving, adding paper to printers, or shelf reading).

Classified staff

Classified staff should have a working knowledge of the basic resources in all fields. While classified staff at each reference desk need to be most familiar with their own areas, they must be able to make intelligent referrals to resources available in other parts of the library.

Classified staff working at the reference desk should be able to answer questions in accordance with their ranking (e.g., Clerk II, LA I), with the highest ranking classified staff being able to answer all but the most difficult questions. If answering the question requires knowledge in a subject area unfamiliar to the staff member, he or she should refer the patron to an appropriate subject specialist. If a specialist is unavailable, it may be necessary to take a message (see the section on **Extent of Responsibility** under Handling Inquiries, below).

Classified staff should be prepared to provide bibliographic instruction.

Librarians

Librarians should have a working knowledge of the basic resources in all fields. While reference librarians at each reference desk need to be most familiar with their own areas, they must be able to make intelligent referrals to resources available in other parts of the library.

Each librarian should have a specific area of expertise. This may comprise a field of study, such as the humanities, the sciences, or business, or it may involve knowledge of a special resource, such as electronic resources, government documents, microforms, or patents.

Librarians should be knowledgeable with the curriculum and research interests of relevant departments and maintain familiarity with the information resources of relevant disciplines. One aspect of this responsibility is to evaluate reference resources in assigned areas and make collection development and resource allotment recommendations.

Librarians should be prepared to provide bibliographic instruction.

3. Behavior and Attitudes

Approachability

The staff at the Reference desk should be aware of how approachable they appear to library patrons that need assistance. Since the attitudes and behavior of the staff at the public service desks represent the entire library, reference staff should strive to project a positive image.

While at the public service desks, staff members should be alert, interested, and willing to help. Make eye contact and pay attention to people approaching the desk.

Determine the needs of the patrons through the reference interview, and make every attempt to be courteous and non-judgmental. Since many patrons are reluctant to ask for help and often have difficulty expressing questions, try to be sensitive to their needs.

Try to cover all sides of the desk to ensure that all stations are occupied.

Conversations

Social conversations with colleagues or friends should be minimized while at the public service desks. Such conversations should immediately stop when a patron approaches.

Remind patrons to return

As a patron leaves the desk, be sure to encourage them to return if they need further assistance, and as time permits, follow up on the patron's progress.

Slow periods on desk

During slow periods, staff may examine reference materials or walk the area to look for patrons in need of assistance. It is important not to become so engrossed in other work that patrons are ignored. If it is very slow, with group consensus, one person may go back to the offices, and remain on call for the rest of the hour.

4. Desk Duty

Consecutive hours

Normally, no staff member should be scheduled at the reference desk for longer than two consecutive hours, except for nights and weekends.

Priorities

Staff should remember that in all schedule conflicts the reference desk takes priority over everything except tour assignments and AIRS appointments.

Tardiness

Tardiness for reference desk duty is not acceptable. Staff should be at the desk and ready to work by the scheduled time; arriving a few minutes early helps to ensure a smooth transition of desk responsibilities.

Leaving desk at end of shift

Before leaving at the end of a period of desk assignment, each staff member should be sure that a replacement has arrived for duty.

Leaving desk unattended

A reference desk may only be left unattended briefly while helping a patron.

Finding replacements

Staff are responsible for finding a replacement if they cannot cover a desk assignment or if they need to leave early. When staff are unable to look for their replacement due to illness or other emergencies, the person responsible for scheduling desk hours is ultimately responsible for finding a replacement.

Marking changes on schedules

Mark all schedule changes on copies of the schedule at reference desks and in offices.

Librarians and classified staff on call

Reference librarians and classified staff are on call to help during peak periods and when specific reference questions arise requiring their expertise.

Person in charge of building

The person in charge of the Central Reference Desk, who should be noted on the master schedule, is in charge of building on nights and weekends. Consult the following section for emergency procedures.

5. Emergency Procedures

Emergency Procedures are covered in the Disaster Plan for the Sterling C. Evans Library. Copies of the Disaster Plan with pertinent telephone numbers should be available in all units of the Library and especially at the following service areas:

- First Floor
  - Central Reference Desk (Reference Information Notebook)
  - Circulation Desk
- Second Floor
  - Documents/Microtext Reference Desk
  - Documents/Microtext Circulation Desk
  - Map Room
- Sixth Floor
  - Learning Resources Department (LRD)

B. Handling Inquiries

1. Extent of Responsibility

When desk is busy

When determining the amount of help to give a patron, staff should take into account the number of other patrons needing assistance at that particular time. For lengthy questions, research can be continued after desk duty.

Time consuming questions

If questions are especially complex or time consuming, users may be politely told that the question will take considerable time to answer fully. Suggest that they return or call back for more information or that you will call them later. Get the patron's name, phone number, and time that he or she may be reached; also give the patron your name, phone number, and the likely time when you should have the information.

Due to staffing constraints, patrons sometimes must be politely told that there are limits to the reference service that we can provide.

Questions at closing time

Whenever possible, handle questions received at closing time to completion. However, if the question seems very involved, or you have other commitments which prevent you from working overtime, ask the patron to return for assistance when the desk will be staffed or take their phone number. Inform the patron of reference desk hours.

Referrals: general statement

Staff members should make every reasonable effort to answer reference questions completely. When the staff member receiving the question has been unable to answer the question satisfactorily after having consulted the known sources, or has reason to believe that the question cannot be answered by the sources in the Evans library, he or she should refer the patron to another source of information.

Referring questions to colleagues

The staff member on duty should ask his or her colleagues for advice as necessary to answer difficult reference questions. However, if the question still cannot be answered satisfactorily, the question should be referred to an experienced librarian, subject specialist, or another staff member for further assistance. This is best done verbally with the subject specialist being informed as to which sources have already been consulted. If the subject specialist is unavailable, the staff member should take the name and contact number of the patron and leave a short note for the subject specialist describing the nature of the question and when the patron will return or call back.

Before failing to answer a question or referring it to someone else, staff members should try to keep in mind the vast array of resources that are available to assist in answering reference questions.

Referrals to other libraries or services

In general, do not refer a patron to another staff member, department, library or service without calling ahead to make sure that they can be of assistance. This is a courtesy to both the patron and to the staff member to which he or she is being referred. Referrals off campus should only be made after an exhaustive search of the reference sources available in the Evans library.

Reference staff members should try to be aware of resources at other libraries and information agencies. This will insure that when a staff member refers a patron to another institution or information source that a reasonable assumption can be made that the patron's question will be answered by the institution to which he is being referred.

2. **Directional Questions**

In giving directions, explanations should be given when possible with reference to appropriate printed aids available at the desk, such as the directory of locations and the campus map, so that the explanations will be as clear as possible and users can find their own ways the next time they have similar questions.

3. **Ready Reference Questions**

If the patron needs brief factual information that staff can quickly provide, staff should give the information to the patron using readily available reference sources.

4. Requests for Specific Material ("known item search")

Patron has call number

If the patron already has a call number, explain how to use the location guide to determine an item's location.

You may need to use maps to indicate the item's location. In certain circumstances you may need to accompany a patron to the item's location.

Patron does not have call number

If the patron does not yet have a call number, refer him or her to NOTIS for a title or author search. Depending on the user's familiarity with NOTIS, you may need to give personal assistance in its use.

Article citation

When a patron has a citation for a journal or newspaper article, explain how to find the call number of the serial on NOTIS using a title search. Some non-current serials in Microtext may be only listed in the Serials Holding List. If the patron is confused about the difference between WILS and LIBR on NOTIS, explain this and show how to access call number and holdings information from either WILS or LIBR.

Item not on NOTIS

When patrons inform you that the item is not on NOTIS, you should double-check trying various other search methods or spellings. Use tact so as not to insult patrons by implying that they did not search NOTIS properly. Also, keep in mind that the patron's citation may be for an article rather than a monograph.

Inaccurate bibliographic citations

Be alert for incorrect bibliographic citations. Check other sources, such as OCLC or printed bibliographies, to verify a citation.

Alternatives to NOTIS

Keep alternative sources that are not on NOTIS in mind. For instance, a book may be contained in a microform collection, a government document may be found in the ASI microfiche, technical materials or conference proceedings may be contained in the NTIS collection, and Texas

A&M publications may be held in Archives.

Examples of other finding aids besides the Evans catalog on NOTIS include the Medical Science catalog on NOTIS, compact disc databases, online databases, paper indexes for pre-1976 Documents, technical report indexes, the Guide to Microform Collections, and the Microtext card catalog.

Remind patron to return if unsuccessful

Ask the patron to return to the reference desk for assistance if unable to locate a publication when searching alone.

Item not on shelf

If the patron cannot locate an item on the shelf, check NOTIS to see if it is checked out. If it is not, try to determine if the patron checked the shelves correctly. If necessary, explain the call number system or suggest checking the reshelving areas. If the item really seems to be missing, ask the patron to fill out a locate card at the appropriate service desk.

Government documents not on shelf

For government documents records, if NOTIS says "check shelf" it means there is no linked item record and the library may not even have the item. Perform a call number search on the technical side to look for unlinked item records; Documents reference staff can also check the Documents shelflist. An unlinked item record or a shelflist card indicate that Evans should have the item, and the patron may fill out a locate card to be given to Documents staff.

Also, a Documents item may be in microfiche, although NOTIS indicates paper, or vice versa.

Microtext items not in drawer

Microtext materials are circulated manually; the patron should be referred to the second floor circulation desk if something is missing from a drawer in the Microtext Department.

Item not in library

If it can be determined that Evans library does not have the item, and if the patron wishes to pursue the search further, try to establish other locations for the item (using OCLC, etc.). Faculty, staff, and graduate students may be referred to Interlibrary Services. Remind undergraduates that they will need authorization from an instructor to use ILS.

Mistakes on NOTIS

When mistakes are found on NOTIS (for instance, if it can be confirmed that Evans does not have a government document that appeared on NOTIS from a MARCIVE tape load), be tactful and apologetic with the patron, explaining that we are working to correct the problem. Follow up on the problem using current procedures (this may involve, for instance, notifying the appropriate cataloging staff about any problems).

5. **Requests for Topical Information ("subject search")**

Reference interview

To clarify what the patron really wants, a reference interview is needed. In the interview, try to determine things like how much information the patron needs on the topic, the time period that needs to be covered, and the type of source required (e.g., primary source, monograph, periodical article). Patrons frequently need help in defining the topic narrowly enough.

NOTIS

Recommend the Evans library catalog NOTIS for monographs, U.S. documents since 1976, Texas documents from about 1975 to about 1991, for selected microform sources, and for any other items known to be on NOTIS.

If patrons are not familiar with using NOTIS, instruct them in basic techniques. For a topical search, point out the difference between a keyword (K=) and subject (S=) search. Refer patrons to Library of Congress Subject Headings if a suitable subject heading is not found on NOTIS or if it might help them focus their search.

Alternatives to NOTIS

Keep in mind alternatives to the Evans catalog on NOTIS. Just a few examples of other finding aids include the Medical Science catalog on NOTIS, compact disc databases, online databases, the ASI, SRI, and IIS indexes for statistical information, paper indexes for pre-1976 Documents, technical report indexes, the Guide to Microform Collections, and the Microtext card catalog.

Besides bibliographic databases and indexes, the information needed by the patron may also be found in a full-text database, either CD-ROM or online.

Articles

Recommend indexing and abstracting services to locate periodical articles; mention subject-specific indexes or general indexes as appropriate. Keep in mind printed sources, compact disc databases, and online databases (including WILS on NOTIS). Patrons may need personal assistance in using many of the periodical indexes.

6. Telephone Inquiries

Staff members on duty at the reference desk should maintain professional standards of telephone service and should adhere to the following guidelines each time they handle a reference inquiry over the telephone:

Telephone etiquette

Develop a pleasant telephone manner to give the caller a good first impression. Identify your location by saying, "Evans Library, Reference Division," "Reference Desk," "Documents and Microtext Reference," or something similar.

Incoming calls

Incoming calls should be handled as expediently as possible. Try to have the caller hold for quick questions, but avoid long holds. If the information requested requires a search, take the caller's name and phone number, and give them your name with an indication of when the call will be returned.

Outgoing calls

When placing official calls, identify yourself as a member of the Reference Division of the University Library.

Ready reference

Answering telephone inquiries is usually limited to supplying the kind of information that is readily available, does not require extensive searching, and may be accurately imparted over the telephone. This includes things such as dates, names and addresses, specific citations, or NOTIS checks. Brief information may be read verbatim without interpretation. The sources should be given for all information provided.

Number of requests

Usually not more than 3 requests from any one requestor will be taken over the telephone. Exceptions to this guideline can and should be made according to the judgment of the staff member taking the call.

Nature and extent of service

When it is clear that the question being asked will take more than a few minutes to answer, take into account the nature and urgency of the request, and the status of the inquirer as it relates to the University. For example, if the caller is a member of the faculty or administration and needs information for official purposes, it would be more expedient for the librarian to search for an answer than to require the caller to come to the library personally.

Complex questions

Questions which can be answered quickly may be answered by telephone, but the person should be encouraged to come to the library for assistance in solving more complicated problems.

Priorities

As a general practice, call the person back rather than hold the line. Patrons who are in the library should never be required to wait while a telephone question is being answered. Be sure to give the caller your name, and an indication of when you will call back.

Handling calls to completion

Handle all calls to completion, either by actually providing the answer to the caller, or by referring the caller to another, more appropriate source for the information.

Leave effective messages

Whenever necessary, leave effective messages for other staff members, giving the caller's complete name and phone number, and providing all the available details.

Complaints

Use good judgment in handling complaints. Listen attentively to patrons' concerns and, if possible, try to correct the problem. If patrons are not satisfied with your attempt to solve the problem, refer them to the proper department giving the name and phone number of the person in charge.

Transferring calls

When transferring calls, give the number to the caller in case the call gets disconnected. Tell to whomever you transfer the call that it is a transfer call.

Emergencies

In an emergency such as a bomb threat or report of disaster, refer to the Emergency Procedures section of this policy document.

Nuisance calls

Nuisance calls should be handled as quickly and as diplomatically as possible. If the calls persist, notify Reference, Administration, and the campus police.

Patron use of phones

Reference telephones are generally for the use of reference staff. Patrons who ask to use the telephone should be directed to those located in the lobby, next to the copy center, or outside the library, near the north side of the entrance. Judgment can be used if patrons need to get more information relating to their question.

Personal calls

Calls not relating to reference questions should be made at times when not on desk duty. All personal or extended calls should be made from the Reference office.

Special cases

See the Special Cases section for guidelines on answering additional categories of questions such as medical, legal, tax, contests, puzzles, and take-home exams, and for guidelines on paging patrons.

7. Special Cases

Medical, legal, and tax questions

Staff may help patrons find legal and medical reference sources, but may not interpret or give advice regarding legal and medical questions. The same policy holds true for federal and state taxes.

Genealogical and amateur inventor questions

The reference staff will assist in answering genealogical and amateur inventors questions within the scope of the resources of the library, in the same manner in which any other type of question is answered. General assistance will be given in direction and instruction in the use of the library's catalog and reference sources related to the question, but elaborate searches for details will not normally be provided. Patrons with involved questions in these areas should be referred to specialized reference sources, such as "Page's Pages" for genealogical questions, or to a member of the reference staff with subject expertise (e.g. in patents) for further help.

City directory questions

Telephone requests for information from the city directories will be limited to three requests per requestor per day, as a general guideline. If abuse of this guideline is suspected, the name and telephone number of the requester can be taken and the information given after calling back.

Grammar, style, and etiquette questions

Patrons with questions that relate to points of grammar, writing style, or etiquette should be referred to standard style guides or handbooks of etiquette. Reference staff should avoid answering these types of questions without consulting or citing an appropriate source for the information.

Contests, puzzles, take-home exams, etc.

Reference staff should generally provide the same level of assistance for questions involving contests, puzzles, and take-home exams as would be provided with any reference question.

Class assignments

When it becomes apparent that a class has an assignment requiring the frequent use of a reference title, the book may be temporarily placed at the reference desk to be signed out for use. If a class assignment requires extensive assistance a list of probable sources may be assembled and kept at the desk for use by the students. It may also be necessary to contact the course instructor to prevent future problems of this kind.

Questions about library policies

Questions concerning general library policy should be answered if the inquirer simply wants to know what the policy is. However, if the patron's question concerns an interpretation of library policy, he should be referred to the Administration Offices or to the appropriate division responsible for carrying out that policy.

Appraisal of books

Library staff do not attempt to appraise books or other materials. Staff should suggest that the patron consult a professional appraiser or **American Book Prices Current** and/or **Bookman's Price Index**, both of which are in the reference collection.

Problem users

Library patrons who create disturbances or become a nuisance to other patrons should be asked politely to abide by library policies and general library courtesy. If the problem persists, the campus police and/or the building monitor should be contacted.

Recommending reference books for purchase

If a member of the reference staff is asked by a patron to recommend a reference work for purchase, an opinion may be given regarding the reputation of the work; the opinion may be supported by a review or comment in a standard reference book reviewing source.

Paging patrons

The library has no means with which to page a patron in the library. You may remind patrons that they may place notes on the board just inside the front doors. In an emergency an effort will be made to locate the patron if enough information is given; campus police may be called.

Building and equipment problems	Problems that relate to the building, (e.g., elevators, restrooms) and/or library equipment (e.g., shelves, furniture, lights--but not computers, printers, etc.) should be reported to the Administration Offices. When the Administration Offices are closed, call the after-hour emergency maintenance number.
Making change	The Reference Division does not provide change. Patrons who need change should be referred to the automatic change machines or the Copy Center.
In-process materials	When a patron requests an item that NOTIS says is "in-process" the patron should be asked to write his or her name and telephone number on a printout of the NOTIS record. After ascertaining how soon the patron needs the item, the staff member will write Rush, Quick, or Notify on the printout and put it in the box for in-process items at the desk. If the patron is desperate and asks to see the item the staff member may direct the patron to the appropriate processing unit, after first calling, to ask about the in-process book. Note that this is only possible during the hours when the processing unit in question is open.
Missing reference books	When a reference book is not on the shelf and a patron is looking for it, suggest that the patron check the reference book trucks, tables, and areas around the copy machines. If the book cannot be found, a "locate" form should be filled out and the person in charge of locating missing reference books should get the form. The patron should be notified when the book is found.
Missing pages in books and/or damaged books	If a book or serial is brought to the reference desk with pages missing or is damaged in some other way, the staff member should notify the Clerk III for reference books, and the library's preservation officer for materials from the stacks or other departments. Notification should be in writing and the actual volume supplied, if possible.

Disorder and shelving problems

Report disorder or shelving problems to the Library Assistant in charge of supervising the student assistants. Shelving problems in the general stacks or in the Documents stacks should be reported to the shelving supervisor in the Circulation Department or Documents as appropriate.

Complaints about reference books

Questions from patrons or other librarians concerning the timeliness or value of a particular reference book in the reference collection should be referred to the person in charge of that subject area of the collection. This is usually done in writing.

NOTIS problems and/or corrections

Reference staff are responsible for reporting to technical services any errors in NOTIS. NOTIS correction forms, which are kept at the reference desk, should be filled out for each problem identified and put in the appropriate box for NOTIS corrections in Database Management (near the approval shelves). The forms should be filled out as completely as possible and a printout of the problem attached to the form if possible.

Faxing reference information

We do not have the equipment or staff to fax articles from Reference. It is the function of Interlibrary Services to send copies of articles to requestors, but reference staff can choose to send a limited amount of factual data or other reference information directly to requestors via the fax machine in the Administration Office.

C. Circulation

General statement

In general, circulation of reference materials is restricted. Many reference books are in such constant demand that they cannot be taken from the area without causing severe inconvenience to library users. The needs of the majority of library users take priority over the needs and convenience of a single individual.

In-building use and reshelving

In general, reference books should be used in the room in which they are shelved so that they can always be located quickly when needed by others. Reference books are reshelved periodically throughout the day to help insure efficient use of the collection. Staff members should encourage patrons to use reference books in the reference area if at all possible.

"Desk" books

Unlike reference books shelved in other locations, those shelved behind the reference desks in the "ready reference collection" must be charged out on NOTIS for use within the building. In general, reference materials shelved at the reference desks may be charged out with an ID for a one hour loan period. Staff members should charge the item on NOTIS or, if necessary, attach the ID to a slip of paper with the title of the item. Inform the patron that the item is due back in one hour. A yellow slip with the time that the item is due back written on it should be put into the book when charged out. The purpose of charging out desk items is to control their use, since they are often in heavier demand than other reference books.

Out-of-building use: Reference materials

Reference stack materials will circulate for four hours on NOTIS, with some exceptions (such as periodicals, which don't circulate to undergraduates).

When circulating reference material for out-of-building use, send the patron to a circulation desk to get it the items desensitized.

Out-of-building use: Non-circulating index table and stack materials

Index table material and some stack items are coded not to circulate on NOTIS. Examples in the stacks include some of the legal materials on the fifth floor or in the government documents stacks.

These items may be manually circulated from the appropriate Reference desk at the discretion of a classified staff member or librarian on duty. Such requests are granted when the needs of the user can best be served by using the materials outside of the building and removal of the material will not significantly inconvenience other library users.

Examples

Below are examples of cases in which charging out reference and other non-circulating materials is justified:

1. *For several hours* if the patron needs to take a volume elsewhere on campus for photoduplication, or to an office that has special equipment available to facilitate use of data contained in the reference work.

2. Overnight (when the library closes) due back the following morning, when a patron needs to use a reference book after the library has closed.

3. An hour or two, if the student would like to borrow a reference book for a classroom demonstration.

4. Several days (during intersession, for example) when no demand for a particular volume is expected.

D. Statistics

The reference staff collect and compile certain statistics to be used in reviewing and planning departmental services and activities.

Circulation statistics

Statistics are collected for general circulation and for in-building use. General circulation includes all items that have been checked out from the reference desk on the three-part Reference circulation slip. In-building use includes all charges on NOTIS and all items picked up in the Reference area and desk items used at the desk.

Instructional services

Five categories of statistics are collected in this area: tours, classes and other instructional services, individual consultations (e.g., GSC tours), taped tours, and handouts.

Online reference services

Statistics are kept for four broad categories of computer searches: demonstrations and reference desk searches, for-fee searches, free graduate student searches, and AfterDark searches. These are reported in the annual report for the Division.

Reference transactions	For one week in the Spring each year, statistics are collected at all reference points for reference and directional transactions. Each type of transaction, with examples, will be defined at the time the statistics are collected. A contact that includes both reference and directional service is counted as a single reference transaction.
CD-ROM uses	During the same week in the Spring that statistics are collected on reference and directional transactions, a separate count will be kept of the number of users for each compact disc database. These include all public use CD-ROM databases, such as those in the Wiley area of Reference and those in the Documents and Microtext areas. In addition to the count for the use of that database, any other questions asked by a database user should be counted in the reference or directional category as appropriate.

U.W. MADISON MEMORIAL LIBRARY

REFERENCE DEPARTMENT POLICY MANUAL

Rev., January 1991

I. INTRODUCTION

A. Purpose of This Manual

The purpose of this manual is to state guidelines for providing reference service by the Reference Department, in order to insure a uniform standard of service to the library's users. It reflects the understanding between the Reference Department and the library administration regarding the Department's objectives and how they will be carried out and expresses the judgement of reference staff and administration as to how the best possible service can be offered within the scope of the resources available.

B. Objectives of the Reference Department

The primary objective of the Reference Department is to assist the library's users in locating and using information resources. This includes:

1) answering questions by providing directions or information from reference resources;
2) suggesting information sources and approaches,including referrals to other libraries, that are likely to serve the information needs of users;
3) assisting with the use of reference resources;
4) providing instruction in the use of the library and of library resources;
5) building and maintaining a collection of reference materials and arranging it for effective use.

C. Service Ethics

The questions and information needs of users will be treated confidentially. The resources used by library users and the transactions between users and reference staff members will not be discussed or disclosed outside a professional context.

D. Overview of services

The major concern of the Reference Department staff is to give service to library users accurately, efficiently, and with courtesy, according to the individual librarian's best judgment in each specific situation and according to the time, materials and skills available, without showing favoritism to any one user or group of users. As a general rule, users asking ready reference questions will have the information provided for them if possible, while users seeking more difficult and involved information will be guided and instructed in how to conduct their own research. Bibliographic searches of computerized databases are provided for a fee and scheduled by appointment, except for CD-ROM databases. These are available to the students for free searching. Through formal and informal library tours, class lectures, and bibliographic instruction, the Reference Department in cooperation with other departments on campus will support the instructional programs of the University.

Since the Memorial Library is a resource library for the entire state as well as the Madison campus, it is departmental and administration policy to provide and maintain a basic and in-depth collection of information sources in the social sciences and humanities fields, as well as in selective subjects of current interest not directly within these academic disciplines.

E. Users

In the provision of routine reference service the reference staff makes no distinctions among the various categories of users that are served by Memorial Library. At times, in cases of requests for certain special services (e.g., answers to time-consuming inquiries, circulation of reference material, library tours), the question of a user's status or affiliation may arise. If time pressures or other factors make the establishment of priorities necessary, the needs of faculty and students of the University of Wisconsin-Madison will be given first priority. If, in the judgement of a reference librarian, an inquiry would more appropriately be answered in another library to which the user has access, the librarian may suggest that the user seek help at that library.

F. Hours of Service and Staffing Patterns

The Reference Department attempts to correlate its hours of service and desk staffing patterns with patterns of patron use. When the reference desk area is closed, the materials located there are unavailable for patron use. The Reference Room, however, remains open the same hours as the library building.

II. REFERENCE DESK SERVICES

A. General

It is the policy of the Reference Department to provide as complete and accurate a response as possible to questions from library users, keeping in mind, however, that users are in general better served if they learn how to use reference materials themselves. Patrons are encouraged to do their own work--for example, to look up entries in the computer and card catalogs and to retrieve materials themselves from the stacks. However, assistance is willingly given when it is needed.

Questions from users are usually answered in the order in which they are received. However, when other patrons are waiting at the desk, the librarian may answer quick directional questions or provide a book from behind the desk before working on a more complex question, even though the latter may have been asked first.

Questions are accepted at the reference desk from telephone callers, as well as in person. However, priority is usually given to patrons at the desk. Telephone callers are kept waiting as short a time as possible. When a telephone question cannot be answered right away, either because the librarian is busy or because the question requires an extended search, the caller is asked to state the question and is told that his or her call will be returned when the librarian has had time to work on the question. If it is a long-distance call, it is up to the librarian to decide whether to return the call or ask the patron to call the desk a second time.

The type of assistance provided to telephone callers is necessarily different from that given the patron at the desk. The staff provides answers to directional and factual ready reference questions and helps patrons complete or verify bibliographic citations, even going to the regular book stacks to do so if necessary--but only during off-desk time. Generally, only two reference questions are accepted at a time. Librarians will not do subject searches for telephone patrons or read large amounts of material over the telephone. When a telephone question requires an extended search, the librarian uses professional judgement in deciding how much time to devote to it and may suggest that the patron come to the library to continue the search. Librarians will not make copies to mail to patrons, nor will they go to the regular book stacks to see if a book is on the shelf. They will, however, check the computer catalog for this information.

Questions which arrive by mail are handled by the Assistant Director for Reference and Information Services. For the most part, they are treated like telephone requests factual answers are provided when possible, or a list of appropriate reference sources may be drawn up for the patron to use on his or her own. However, extensive bibliographies cannot be prepared.

B. Special Types of Questions and Services

1. Subject Bibliographies

Preparing subject bibliographies to hand out to library users is an important reference activity and one which the Reference Department staff would like to be able to do. At present, however, there is little time for this, and any bibliographies that are produced are drawn up in connection with the library user education program. Also, the reference staff does not print subject bibliographies from the staff NLS terminals.

2. Computer Search Service

The online search service of the Reference Department will prepare individualized bibliographies for library patrons on a fee basis. Librarians will
perform computer searches for members of the

University community at a discount and for the general public at full cost. Profit-making organizations are charged full-cost plus the standard University overhead.

Appointments for searches may be made by telephone or in person. Unscheduled requests for same-day searches may be accepted if a searcher who is free is first contacted, and is willing to do so. A brief explanation of the fee structure and general procedure for carrying out the search is given when appointments are made. More detailed explanation is given at the time the search is conducted. The patron is required to be present for the search, unless the searcher specifically arranges otherwise. Searches will not be done for patrons who have refused to pay for earlier computer searches or who repeatedly fail to appear for scheduled searches without telephoning to cancel. When a patron fails to pick up or to pay for a search, telephone or postcard reminders are given and, after approximately one month, the unpaid bill is turned over to the Fines Office.

Reference staff may use the computer search service as part of general reference service without charging the patron. The computer is used to verify bibliographic citations or to provide answers to questions which cannot be found in printed sources. On occasion, a quick subject search may be conducted without charge, when the user has made a thorough attempt to find information in conventional sources and the topic is straightforward. Within these guidelines, the decision to use the computer at the library's expense is left to the individual staff member's judgement.

CD-ROM databases are available free of charge for student use in the Reference Department. Students are encouraged to make reservations for their use by using the sign-up sheets provided. Two one-half hour slots per day may be reserved. Students who have used the maximum time allowed and who wish to continue on the machines may do so if the time slots are free or if the next person signed up fails to appear within ten minutes.

3. Genealogical Questions

As a rule librarians do not inquire about the purpose of a question except to assist in providing the appropriate level or amount of information needed. However, there are certain types of questions which present special difficulties and justify the librarian's asking the purpose of the reference request. One is genealogical questions, which demand an amount of time and expertise which the librarian at the desk may be unable to provide. The librarian will explain the resources available in the library for genealogical research and refer the patron to someone with special knowledge or to the State Historical Society, but will not pursue the search further. In the case of written inquiries, a quick search of library resources is made, and any information found is given to the Interlibrary Loan Department for forwarding.

4. Miscellaneous Special Questions

Contest and puzzle questions are deliberately designed to be obscure and will not be accepted by the staff. Librarians will not offer medical or legal advice or recommend particular consumer products, although they will give patrons the appropriate sources to assist them in reaching a decision.

5. Class Assignments

Because librarians generally do not ask the purpose of a patron's question, they do not withhold assistance from students working on take-home exams or other class exercises. When it becomes apparent that a class has an assignment requiring the frequent use of a work normally shelved in the reference stacks, the book may be temporarily placed at the reference desk to be signed out for use. When a class assignment requires extensive assistance, to save staff time a list of correct sources may be drawn up and kept at the desk. Some class assignments are particularly difficult for students due to errors in the titles of the sources cited or because procedures recommended are confusing. In these cases the Assistant Head of Reference and Information Services will telephone the professor or teaching assistant to discuss the problem. The suggestion may be made that the professor discuss future library exercises with a member of the Orientation Committee to help plan appropriate library assignments.

C. Interlibrary Loan

The Reference Department provides assistance to patrons wishing to borrow materials from other libraries. When bibliographic verification is needed, the general policy is to suggest sources, rather than to find entries for patrons. However, the reference staff will search the OCLC database if a patron is not familiar with using the terminal. Limitations of staff time preclude searching more than two or three items in OCLC for a patron at one time. Normally, locations of materials to be borrowed are ascertained by the Interlibrary Loan Department. However, as time permits, the reference staff will check OCLC to see if materials are available in other libraries (e.g., in Wisconsin libraries), in order to help a patron decide whether or not to initiate an interlibrary loan request.

At times when the Interlibrary Loan Department is closed (i.e., evenings and weekends) the Reference Department staff assumes responsibility for receiving completed interlibrary loan requests and for checking borrowed materials in and out.

D. Referrals to Other Libraries and Information Sources

Reference staff members attempt to be knowledgeable about materials and services available at other libraries and information agencies in the Madison area. In addition, the reference collection contains bibliographic tools, such as guides and union lists, that provide information about the services and resources of other libraries and information agencies in the Midwest and elsewhere. When another library is likely to have information of relevance to a user's need beyond that available at Memorial Library, a reference librarian will refer the user to that library. Such a referral is normally based upon the reference librarian's knowledge or reasonable assumption that the user is eligible for service at the other library, although the final determination of such eligibility is a matter between the user and that library. When in the reference librarian's judgement it is appropriate and there is time, the librarian may call the other library to ascertain if the needed service or materials are actually available to the user, to inform the library that a referral has been made, or to otherwise make the referral more definite.

III. INSTRUCTION

A. Instructional Services Provided

1. Tours

The Reference Department, in conjunction with the Library Orientation Committee, handles tours given at Memorial Library, under policies developed by the Orientation Committee and the Coordinator for Library User Education. The Reference Department staff member responsible for coordinating orientation and instruction in Memorial Library receives all incoming tour and class requests and distributes them among Orientation Committee members and other interested library staff. Building tours are generally given before and during the first week of classes. Those needing a tour at other times may use the taped tour, available at the Circulation Desk, or *A Walking Tour of Memorial*, a brochure available at public service desks. Instructional tours cover areas needed by library users for carrying out basic research, e.g., card and computer catalogs, stacks, periodicals, reference and circulation. (A sheet listing basic format is available.) Given the academic status, needs and interests of the group in question, other areas such as Interlibrary Loan or Microforms may be included, or a specific area or subject may be emphasized. A tour may also be confined to a single department, such as Reference, or limited to the materials appropriate to a single subject, such as education or psychology. Instructional tours are generally given for classes and other organized groups rather than for individuals. They are offered to faculty, graduate students and undergraduates, as well as appropriate community groups. Appointments should be made at least one week in advance, and the faculty member or teaching assistant in charge of the class is required to be present during the tour. High school classes wishing tours are usually referred to the College Library.

2. Lectures to Classes

Lectures on use of library materials are provided for graduate and upper division undergraduate classes, as well as for other appropriate groups, such as faculty or visiting scholars. Such lectures are conducted by Reference Department staff, members of the Orientation Committee, and bibliographers, and may be held in one of the library user education rooms, a library conference room or the regular class meeting place. Requests for lectures should be made at least two weeks in advance and, as in the case of tours, the faculty member or other person in charge must remain with the class during the presentation.

3. Term Paper Advising

Term paper advising is provided to students upon request on an appointment basis. Term paper assignments must be substantial--at least seven pages in length, and long-term (not a weekly assignment, for instance). Staff would prefer up to one week from the date of request in which to prepare for the appointment, but will attempt to accommodate shorter notice when possible. No more than one term paper topic will be accepted from a student at one time, and no more than two requests per student each semester.

4. Other

Consultation with faculty members who give their classes library assignments is occasionally necessary but is not undertaken in any organized manner. Such faculty members are contacted when students or librarians have difficulty interpreting an assignment. Advance notice from faculty of such assignments is welcomed, and any information provided is made known to all reference staff working at the desk.

Informational brochures and research aids will be prepared when time and sufficient staff are available (see below).

B. Preparation of Special Indexes, Guides and Lists

1. General

In order to make the resources of the Reference Department and the library more accessible to users, the staff prepares various indexes, guides and lists. As limited staff time permits, brochures and resource lists on topics in the social science and humanities subject areas are prepared for distribution. For example, the Documents Librarian has prepared a series of guides to statistical information on various subjects and handouts on U.S. Bureau of the Census publications.

2. Thesis Catalog

A card catalog of University of Wisconsin-Madison dissertations and master's theses is kept in the Reference Room and is maintained for public use. Arrangement is by academic department and then alphabetically by author's name; coverage is complete from 1970 to date, although a number of earlier cards have been added to the file. Records are prepared by the Cataloging Department and are duplicates of those found in the main card catalog and the computer catalog.

3. New Reference Titles List

An accessions list entitled "New Titles in the Reference Department" is prepared monthly, using photocopies of Library of Congress cards in call number order. It is kept in a binder in the reference desk area and is available for staff and public use.

C. Cooperation with Other Library Committees and Units

As explained in Section 111.A.1. above, the Reference Department cooperates with the University of Wisconsin-Madison Libraries Orientation Committee and Coordinator for Library User Education in providing library tours, as well as other forms of orientation and instruction. At least one reference staff member is always on the Orientation Committee, and each Committee member who works at Memorial Library agrees to give tours. The Reference Department coordinates such activity. The Thesis Catalog is compiled with the help of the Cataloging Department, which sends duplicate cards. Also, various informational handouts prepared by the Orientation Committee, such as library guides, stack guides, etc., are made available in the Reference Department.

D. Priorities among Instructional Services

The bulk of instruction of library users in the Reference Department grows out of questions at the reference desk and is done on a one-to-one basis. Such demands have top priority. Tours and lectures are next in line, and the preparation of printed bibliographies and other handouts has the lowest priority.

IV. COLLECTION DEVELOPMENT, MAINTENANCE AND ARRANGEMENT

A. General

Memorial Library has the responsibility of building a major research collection of both primary and secondary materials in the areas of the social sciences and the humanities and making them available to researchers on the University of Wisconsin-Madison campus and throughout the state. There are twelve bibliographers, representing geographical areas and subject fields of knowledge, who go through Library of Congress proof slips and various lists and publications in many languages on an on-going and regular basis. Titles they believe should be acquired by Memorial Library but which would seem more useful in the reference collection are referred to the Assistant Director for Reference and Information Services for location decisions. These purchases are usually funded by the bibliographer's budget but payment from the Reference Department budget may be negotiated.

In addition, the Assistant Director for Reference and Information Services regularly looks at the review sections of Library Journal, Choice, Weekly Record, Booklist, Reference Services Review, Wilson Library Bulletin, RQ, College and Research Libraries, Journal of Academic Librarianship and other lists of reference books that appear from time to time, so that useful publications by little known publishers, new editions, or reprints that should be acquired are not overlooked. A large number of advertisements, flyers, and brochures are received and examined. Other members of the reference staff make recommendations for purchase of items within their areas of special interest or expertise.

The types of materials usually selected for the reference collection include all of the major general encyclopedias in all languages (both single and multi-volume works), comprehensive works dealing with professional, national and international biography (both retrospective and current), almanacs, yearbooks, handbooks, dictionaries and directories. Also acquired are indexes and bibliographies, including subject and national bibliographies for all countries. In addition, the department buys concordances, geographical sources, catalogs of major libraries, style manuals, telephone directories, grant materials, information about academic theses and dissertations, plot summaries and many statistical publications.

B. Government Publications

Memorial Library acquires documents from many government and quasi-government agencies, including the United Nations, international organizations and foreign countries. The bibliographers are responsible for selection and distribution of all documents acquired at Memorial Library. The reference staff, especially the Documents Librarian, provides assistance to patrons on locating and using government publications.

On the University of Wisconsin-Madison campus the Wisconsin State Historical Society is the major holder of the depository collection of United States documents. Memorial Library and other campus libraries are depositories for selected agencies and buy selected items from others, duplicating a number of items that are in the Historical Society collection. For example, the Reference Department selects statistical material from the U.S. Bureau of the Census and certain other government agencies and integrates it into the reference collection.

Adjacent to the reference collection are large sets of parliamentary publications from Great Britain, Ireland, Australia and New Zealand, as well as publications from the United Nations and the League of Nations. The sets are maintained and serviced by the Documents Librarian. These volumes may circulate with special permission.

C. Information File

The Reference Department Information File is a collection of supplementary reference material which for reasons such as format or ephemerality is not cataloged and thus cannot be added to the general collection. Some items are kept current; others are one-time publications or clippings which are kept for several years if they appear to be of ongoing value. An effort is made to collect some local and regional (Madison, Dane County and Wisconsin) information, as well as University of Wisconsin-Madison data such as current enrollment statistics and faculty salary ranges. Most items in the file are received by the department without solicitation. As time permits, free or low-cost materials are ordered from sources such as the Library Journal "Checklist" column or the Vertical File Index.

D. Telephone Directories

The Reference Department maintains a collection of telephone directories on fiche for selected United States cities. However, paper copies for New York (Manhattan), Minneapolis, St. Paul, Chicago (central area only), and selected U. S. cities for which fiche is unavailable, are retained. The collection includes paper copies of all Wisconsin directories. The collection for U.S. cities outside of Wisconsin includes state capitols and selected major metropolitan areas. The collection also includes foreign telephone directories, limited to major metropolitan areas. Selected United States and Wisconsin directories are ordered every year. Foreign directories are ordered every third year.

E. Grants Information Center

The Grants Information Center collection includes materials on grants, scholarships, fellowships, and loans available to individuals and nonprofit organizations, with an emphasis on funding opportunities within the social sciences and humanities disciplines. Help in using the collection is available on an appointment basis from the librarian in charge of the collection. However, the reference department does not do funding research for patrons.

F. Miscellaneous Special Collections

The Reference Department has a limited collection of maps. The Periodical Room staff sends National Geographic maps to the Reference Department, where they are organized by large geographic areas and kept in the Information File. As time permits, the department also acquires city and state maps, and foreign city maps when they can be obtained without charge. Since there are more complete holdings at the Map and Air Photo Library, the Reference Department does not attempt to collect extensively in this area.

The Bibliographers' Office receives a large variety of publishers' catalogs, both foreign and domestic. These are forwarded to the Reference Department, where a staff member maintains a vertical file of the catalogs in alphabetical order by company name. This file is available to the public and is located near other publishers' guides, such as Publishers' Trade List Annual and national bibliographies.

G. Maintenance and Arrangement of the Collection

Whenever possible, the Reference Department attempts to have available the latest edition or issue of a title, with earlier volumes in the stacks. If superseded editions contain information which will have continuing reference usefulness, e.g., biographical dictionaries, they are kept in the reference collection. Superseded editions which contain outdated information or are otherwise not useful may be discarded unless they are published by a government agency. U.S. government publications, if depository items, are returned to the Documents Librarian. Discarded and duplicated items are sent to Memorial Library's Exchange Department; according to state law, discarded materials may not be given or sold to patrons.

Most books in the reference collection are kept in the open stacks. Some high-use items are kept in special locations in the Reference area, such as Index Cases and Tables; many non-current items are kept in the Non-Current collection. A small collection is kept at the desk and is therefore available only when a staff member is present. Desk items are chosen by consensus of the staff and the decision is based on any of the following criteria: risk of theft, high-frequency use by patrons, and high-frequency use by staff in assisting patrons, especially in answering telephone and in-person ready reference questions.

The technical services operations of the department are kept to a minimum. Book orders are typed before being sent to the Acquisitions Department, all materials received checked for accuracy against NOTIS or Reference Shelflist records, and serial holdings recorded for titles without complete holdings information on NOTIS. Some editing of NOTIS records for Reference materials prepared by Central Technical Services is also done, e.g. addition of special locations within the Reference department. Occasional repairs and tattletaping are carried out.

Two card catalogs are maintained by the Reference department. These are the Shelflist and U.W. Theses by Academic Department. (The Reference card catalog was closed at the end of 1988.) Cards are filed in the Shelflist when new books are put on the shelves. If a book arrives without matching cards, it is checked on NOTIS and in the Library Shelflist. Central Technical Services is notified and cards are requested.

Central Technical Services periodically notifies the Reference Department of editing to be done in the department's catalogs. This editing is done by staff of the department. Conversely, the Reference Department initiates changes in the catalog and notifies CTS so that their records will be accurate.

The Reference Department also initiates transfers of monographs to the stacks, especially if they are superseded editions. When serial titles are ceased or subscriptions cancelled, any ensuing withdrawal or transfer is initiated by the Reference Department. Decisions on such actions are made by the Assistant Director for Reference and Information Services or the Technical Services Librarian.

H. Binding, Rebinding and Repair

It is very important that materials in the reference collection be bound or reinforced in such a manner as to preserve them and to make them easily usable by staff and patrons. In some cases this may require binding policies and priorities different from those that apply to the general collections of the library.

Materials housed permanently in the reference collection are generally bound. Materials kept in the reference collection temporarily (e.g., until superseded) are bound if it appears that they will not otherwise withstand the use they are expected to receive while in the reference collection. Some materials are bound upon leaving the reference collection, depending on use expected in the general collection.

Materials permanently housed in the reference collection are rebound or repaired as needed. When it is feasible, repairing is preferable to rebinding, as it extends the life of the book. When items cannot be rebound or repaired, they will be replaced, placed in portfolios, or withdrawn, depending on availability of replacements and expected use. Decisions regarding such materials are made by the Assistant Director for Reference and Information Services.

V. CIRCULATION OF REFERENCE MATERIALS

A. General

In general, reference materials are not circulated outside the reference area. Many reference tools are in such constant demand that they cannot be taken from the area without causing severe inconvenience to library users. The needs of the majority of users must take priority over the needs and convenience of a single individual.

However, some reference materials are in much less demand than others, and requests to borrow less heavily used materials for brief periods of time will be granted to persons eligible to borrow materials from Memorial Library. Such requests are granted when, in the judgement of the Assistant Director, the needs of the user can best be served by using the materials outside the building and removal of the volume is not likely to inconvenience other library users seriously. In the absence of the Assistant Director for Reference and Information Services and the Assistant Head of the Division, this judgement can be made by the reference librarian on duty.

B. Copying Reference Materials

Users may photocopy reference materials provided they stay within the Library and return the materials to the Reference Department afterwards.

C. Reference Desk Materials

Reference materials that are shelved behind the reference desk must be signed out for use in the Reference Room. For most of these materials only the user's name and the date are required. Experience has shown that certain categories of reference materials are very likely to disappear, requiring extra control of their circulation from behind the desk. When these materials are borrowed the user must deposit a valid University identification card or stamped fee card. If in the reference librarian's judgement the circumstances warrant it, another form of identification or deposit (e.g., a driver's license) may be used. Categories of material so treated include: any thesaurus, Consumer Reports, calculators, Jane's publications, and the Regenstein Atlas (housed in the Reference Office).

Any materials signed out from the reference desk, with or without deposited identification, must be returned to the reference desk before it closes that day. The user is held responsible for any item signed out but not returned, and may be required to replace missing items.

VI. STATISTICS

A. General

The reference staff collects and compiles certain statistics to be used in reviewing and planning departmental services and activities. These include statistics on hours spent at the desk by each librarian, inquiries received, computer-assisted searches made, materials added to the collection, and collection maintenance activities such as items withdrawn, bound, etc.. Except for desk queries, procedures for which are described below, statistics are recorded as the work occurs and are compiled monthly. The Department Head includes them in monthly and annual reports to the library administration, and the staff reviews them when necessary for assistance in planning and administration.

B. Reference Desk Questions

For statistical purposes, questions received at the desk are classified as "directional" or "reference." In general, one question is recorded for each patron contact, even when a question has multiple parts. However, when a patron has more than one distinct question (e.g., questions in different subject areas), more than one question is recorded. Three times each year desk statistics are taken for one week. The results are given to the Assistant Director for Reference and Information Service and are also reported to the Assistant Director for Budget and Planning.

1. Directional questions

Answers to directional questions facilitate use of the library. They may involve the use and interpretation of sources describing the library, such as policy statements, schedules, floor plans, handbooks, and instructions for operating machines. Directional assistance provided as part of a reference transaction is not counted as a separate question.

2. Reference questions

Answers to reference questions involve the use, recommendation, interpretation, or instruction in the use of one or more information sources or knowledge of such sources. This category includes ready reference, extended reference, individual instruction, and consultations with a researcher over the course of a project. Information sources may include: 1) print and nonprint materials; 2) machine-readable databases; 3) the library's own bibliographic records; 4) other libraries and institutions; and 5) persons both inside and outside the library. A question answered through utilization of information gained from previous consultation of such sources is considered a reference transaction, even if the source is not consulted again.

C. Computer Search Statistics

Statistics for computerized bibliographic searches are based on log sheets maintained as each search is performed.

1) The total number of online minutes is added up separately for each service by type of search (retrospective, ready reference, administrative, SDI, training, end user, searcher error). Costs for all types of searches are also recorded and added, as well as charges for research searches.

2) The number of searches is added up separately for each category of search. A search is defined as a subject query. Thus, one patron's request may result in several database entries.

4) The status of each search patron is recorded (graduate student, faculty/staff, undergraduate, company, government, individual).

D. Collection Maintenance Statistics

The following collection maintenance statistics are kept monthly: student hours, number of items sent to bindery, monographs added to the collection (new titles, added volumes, fascicles), serials added to the collection (new titles, added volumes), replacements (mostly serials which are "latest in Reference Collection"), microfiches (new titles, added fiches), withdrawals (discards, transfers), and looseleaf services (number updated and hours spent thereon).

VII. MISCELLANEOUS POLICIES

A. The Reference Area

The arrangement and furnishing of the reference area are intended to facilitate the efficient use of the collection by patrons and staff. Priority on use of tables in the area is given to patrons using reference materials. Tables on which indexes and abstracts are shelved are reserved for users of those tools.

The reference area is not intended to be a quiet study hall, and consultation in normal voice between librarians and patrons is necessary for effective reference service. However, staff and patrons are asked not to engage in extraneous conversation or to make other unnecessary noise in the reference area. Food and drink are not permitted in the reference area.

B. Supplies

Generally, the Reference Department will oblige reasonable requests for supplies from patrons. Scrap paper and pencils are routinely supplied, as are small amounts of paper clips, rubber bands, tape, etc. Letterhead stationery or envelopes and other such items are not given to patrons. A stapler, ruler, scissors, three-hole punch, etc., are provided for on-site use.

C. Telephones

Patrons are not permitted to use Reference Department telephones, except in cases of emergency, or to make brief Centrex system or local calls pertaining to reference questions.

D. Typewriters and Microcomputers

Patrons are not permitted to use Reference typewriters or other office equipment or machinery. There are, however, microcomputers and software available for student use at College Library, as well as a number of other campus locations.

E. Copy Machines

The Copy Center is called to take care of problems with copy machines. The patron is directed to other machines in the building.

F. Change

The Reference Department does not provide change. Patrons who need change are directed to change machines on the first floor or in the Copy Center (if they need change to make copies). Reference staff giving appointments for computer searches should suggest that patrons be prepared to pay by check or exact change.

G. Building and Equipment Problems

Broken shelves or furniture, burned out lights and other problems requiring a skilled repair person are reported to the Business Services office. The Assistant Head of the Reference and Information Services Division should be informed when the problem is reported. Problems with CD-ROM equipment are cared for by Reference Department staff, with assistance when necessary from the Automation Help Desk, only during hours when the Reference Desk is staffed.

H. Emergencies and Related Problems

The reference staff is informed by appropriate authorities of policies and procedures to be followed in fire drills and emergencies and provides appropriate instructions and assistance to patrons in this regard. When persons in the reference area are disruptive, or are violating library or departmental policies, reference staff members inform them of the policies, request that they cease inappropriate actions, or ask that they leave the area. In cases of patron noncompliance with staff requests or potential danger to staff or other patrons, reference staff requests assistance from the library security staff or from University Police and Security. The reference staff does not intervene in medical emergencies or dispense even nonprescription medication, unless an individual librarian judges that a specific situation warrants such action and has some special relevant knowledge or training (e.g., CPR training).

SPEC

SYSTEMS AND PROCEDURES EXCHANGE CENTER

TELEPHONE AND VOICE MAIL REFERENCE SERVICE

ASSOCIATION OF RESEARCH LIBRARIES
OFFICE OF MANAGEMENT SERVICES

102

University of California-Los Angeles

Telephone Messages

Reference Desk - REGULAR SESSION

You have reached the Reference Desk of the UCLA University Research Library. Telephone assistance is offered between 8am and 11am Monday-Friday. If you get this recording during these scheduled hours, please understand that the Reference Assistant is busy helping patrons in the library and will answer telephone inquiries as time permits. Hours of the Research Library during regular session are: Monday - Thursday 8am - 11pm, Friday 8am - 6pm, Saturday 9am - 5pm and Sunday 1pm - 10pm. For other library hours, please call 310-825-8301. To find out if the library owns a particular book or periodical, please call 310-825-7143 between 11am and 4pm Monday - Friday. We suggest that off-campus callers phone your local public or college library for assistance and appropriate referral to UCLA. Their numbers are listed in the telephone directory. Parking for off campus users in campus parking structures is available after 3:00 p.m. at a cost of $5.00.

Thank you.

Catalog Information Station - REGULAR SESSION

You have reached the Catalog Information Service at the UCLA University Research Library. Usual hours of the Catalog Information Service are: 11am - 4 pm Monday-Friday. If you get this recording during our scheduled hours, please understand that the Catalog Assistant is busy helping patrons in the library and will answer telephone inquiries as time permits. Hours of the Research Library during regular session are: Monday - Thursday 8am - 11pm, Friday 8am - 6pm, Saturday 9am - 5pm and Sunday 1pm - 10pm. For other library hours, please call 310-825-8301. We suggest that off-campus callers phone your local public library for assistance and appropriate referral to UCLA. Their numbers are listed in the telephone directory. Parking for off campus users in campus parking structures is available after 3:00 p.m. at a cost of $5.00.

Thank you.

Automatic Call Processing - Extension 3617 (Library Hours/Information)

3617 is an automatic call processing number located at the General reference desk phone. Callers to the University who ask to be connected to "the Library" will be put through to extension 3617. Once connected the caller is asked to select from five options to get further information about the Library.

3617 - main introduction and greeting:

> "Thank you for calling the University of Guelph library. From your touch-tone phone press one now".

Pressing 1 takes the caller to extension 8430 which allows them to access the five option menu. Rotary dialled calls are automatically bumped to extension 2091 after five seconds.

8430 - the five option menu:

> " You may select one of the following options by pressing the desired number at any time during this message.
>
> For information on the Library's building hours and reference service hours, press 1;
>
> For information about locating books and other materials in the Library's collection or about interlibrary loan requests, press 2;
>
> For information about borrowing, outstanding accounts or library cards, press 3;
>
> For information about the Computing and Communication Services Microcomputer pool located in the Library, press 4;
>
> To replay these options, press 5".

Option 1 (extension 8431) - building hours and reference service:

Callers who choose option 1 are routed to a message box which gives the current Library building and reference hours. This message is updated to reflect the changing opening, closing and reference staffing hours during the semester. The generic/standard text of the message follows:

> Between [day, month, date] and [day, month, date] the building hours are Monday to Friday xx:xx am to xx:xx pm (or midnight); Saturday and Sunday (and holidays) xx:xx am to xx:xx pm (or midnight). Reference staff are available to help you Monday to Thursday (or Friday) from xx:xx am to xx:xx pm, and on Friday from xx:xx am to xx:xx pm. On weekends reference service is available from noon to 4:30 pm at the General Reference Desk (or There is no reference service on the weekends). Thank you.

Option 2 (extension 2091) - General Reference Desk

Callers who do not have touch-tone phones are routed to this extension automatically if they call or are connected to 3617. If 2091 is unanswered after four rings the call is bumped to the following phone mail message:

> "You have reached the Library's General Reference Desk. The staff cannot take your call at the present time. Our current reference service hours are: Monday to Thursday (or Friday) from xx:xx am to xx:xx pm, and on Friday from xx:xx am to xx:xx pm. On weekends reference service is available from noon to 4:30 pm at the General Reference Desk (or There is no reference service on the weekends). Please call back or leave a message after the tone. Note, if you leave a message after reference service hours or on a weekend your call will be returned the following weekday. Thank you".

Option 3 (extension 3618) - Circulation Information Desk

Callers who choose option 3 are bumped to the Circulation Information Desk phone. After 4:30 pm this phone is forwarded to phone mail.

Option 4 (extension 8432) - Computing Services Help Desk

Callers who choose option 4 receive the following message:

> "If you are calling about the microcomputer pool between the hours of 8:30 am and 4:30 pm press 1; if you are calling about the microcomputer pool after 4:30 pm press 2".

Callers are then routed to the appropriate phone extension in CCS.

Option 5 simply replays the main option list message.

Attached is a schematic of the automatic call processing system set up on extension 3617.

Massachusetts Institute of Technology

You have reached the MIT Humanities Library. The following menu provides answers to frequently asked questions. At any point in this message, you may press zero to be connected with a reference librarian. If you do not have a touch tone phone, stay on the line and a librarian will assist you shortly.

For information on hours and library locations, press 1.

> The Humanites Library is open to members of the MIT community 24 hours a day, Monday through Friday, with an MIT ID required between midnight and 8 AM. We are closed Friday midnight to Saturday, 8 AM, and Saturday midnight to Sunday noon. Our hours for the general public are: Monday through Thursday, 8 AM to midnight; Friday and Saturday, 8 AM to 8 PM; and Sunday, noon to midnight. The library is located in the Hayden building, room 14S-200. Our street address is 160 Memorial Drive, just off Ames Street.
>
> For information on the Barker Engineering Library, please call 253-5661.
>
> For information on the Dewey Library for management and the social sciences, please call 253-5676.
>
> For information on the Rotch Library for art, architecture, and urban planning, please call 258-5590.
>
> For information on the Science Library, please call 253-5685.

To talk with someone about renewing MIT library books or about overdue material, press 2.

> [Connects caller with Hayden Circulation]

For Interlibrary Services or catalog information, press 3.

> [Connects caller with reference desk]

To purchase copies of MIT theses or other material owned by the MIT Libraries, press 4.

> [Connects caller with Document Services]

For information on services to outside users, press 5.

> The MIT Libraries are open to members of the general public for room use of library materials. For individuals and companies who desire borrowing privileges, Library Privilege cards are available from the Libraries' Director's Office for a yearly fee. Call 253-9323 for more information about privilege cards.
>
> If you are affiliated with a Boston Library Consortium institution, you may apply for a consortium card at your home institution. The consortium card confers borrowing privileges in many Consortium libraries. The Hayden Circulation desk, located in building 14 (160 Memorial Drive), will issue you an MIT borrowing card upon presentation of a valid consortium card.

For information on how to dial in to our online catalog, press 6.

> The MIT Libraries provide dial-in and network access to the MIT Libraries' online catalog, Barton.
>
> If you are logged into Athena, type "add library; library". Other MITnet or Internet users should type "telnet library.mit.edu". Note the instructions that appear on the introduction screen, choose Barton, then proceed with your search.
>
> To dial Barton from outside MIT, dial 617 258-7000. When a connection is made, a "pasta prompt" will appear. At this prompt, type "library" to open a connection to Barton. When the connection shows "Open", press the Enter key.
>
> To dial Barton from within MIT using a 5ESS phone: At the CMD: prompt, type "set mode dx25". At the next CMD: prompt, type "d 7007000". At the "pasta prompt", type "library".
>
> To end the session and terminate your connection, type "end". This returns you to the "pasta prompt". Type "quit" to exit the dialup session.
>
> For assistance with connection problems, call 253-7018 or 253-1617.

If you need reference assistance, press 0 and a reference librarian will take your call as soon as possible.

TELEPHONE SERVICE POLICY

The patron at the desk always has priority over the ringing telephone. If an in-person patron requires help, let the answering machine deal with the phone-patron. If you answer the phone and realize you do not have time to help the phone-patron as much as you would like to, see below for a few suggestions. Do what is comfortable but give priority to the in-person patron.

No request for reference service will be rejected because of the patron's age or status. Requests that would require the reference librarian to develop and/or pursue a research strategy will be tactfully rejected. The rejection will be accompanied by the explanation that our staffing levels and service priorities do not allow us to provide research service. Requests for crossword puzzle information or trivia contest information will be met if they can be answered quickly.

TELEPHONE SERVICE PROCEDURE

- Let the waiting patrons know you will be with them soon.

- Carefully complete the phone interview and write down the question fully. Then arrange to phone back the caller. NOTE: IF YOU ARRANGE TO CALL SOMEONE BACK, BE REALISTIC. DO NOT SAY TEN MINUTES THEN CALL FIVE HOURS LATER. If you make an appointment, at least keep it enough to tell the patron you're still working on it and will call back by the end of the day.

- Consider giving the phone-patron some minimal information and the promise of a follow-up call by the end of the day. Don't feel you have to answer it all right away. Try not to leave the desk unattended for more than 5 minutes.

- Have the phone-patron call you back during your office hours. Treat it as a TAP over the phone, if appropriate.

After you have answered the telephone, do not put the caller on hold when you leave to get the answer. Instead, just lay the receiver face down on the desk. If possible, set the phone where it is not visible or accessible to patrons.

Telephone etiquette:

Although the priorities may differ between in-person and phone reference, the quality does not. Since you lose all the non-verbal clues and tools that an in-person has, a phone interview requires special care. Treat each person as an individual. No matter how rushed you are, take time to be polite. Put your smile in your voice. The following are a few specific ideas.

- Identify the library and the department when you answer the phone, then offer some help, e.g. "Undergraduate Library Reference Department. May I help you?" That basic data is a minimum service standard.
- You do not have to offer your name. Use your discretion and judgement.
- Speaks slowly and carefully enough to be understood.
- Listen for the kind of feedback you usually get by sight.
- Do not answer the phone if your only intention is to immediately put the patron on hold. If you choose to answer the phone, at least take the question.

Staff office phones, in general, should not be forwarded to the reference desk, except in emergency situations. Use your judgement; consider forwarding your calls to the secretary's office and letting her know you are expecting an important phone call while at the reference desk.

Referrals:

Callers who request that we locate patrons in the library for them should be referred to the circulation department. Use your own judgement regarding any request that someone in the reference area be located. Just be sure the patron understands that you are making an exception if you do look.

Callers will be referred to other campus libraries whenever the UGL collection cannot satisfy their requests. If the appropriate library is obvious, the caller can be transferred immediately. If the choice of library is not obvious, it is appropriate to call other libraries for information before making the referral.

Members of the media and other public information organizations who wish to conduct interviews will be referred immediately to the Head of the Undergraduate Library. Specific, focused questions about a particular policy may be referred to the appropriate coordinator.

Long distance callers will be encouraged to use their local sources of information whenever possible. *The American Library Association Directory* can be used to help them identify sources they may not be aware of.

Calls for UGL staff:

IF	**THEN**
You receive a call for a specific reference staff member,	give the caller the staff member's office phone number and transfer the call.
A caller wants to leave a message for a reference staff member,	transfer the call to Circulation (4-7490) or to the secretary's office (3-5084).
You receive a call for a specific UGL department or non-reference staff member,	give the correct number and transfer the call.

Calling back: If the caller's request cannot be answered immediately, specific arrangements will be made to provide information at a later time. An appointment will be made for the librarian to return the call. A call will be made at the appointed time, even if the desired information has not been found.

IF	THEN
The patron cannot be reached,	a further attempt to call will be made.
No mutually acceptable time for a return call can be found,	the informationwill be left at the reference desk to be picked up by the patron within 48 hours, during hours the desk is open.
The patron cannot be reached by phone can be found,	the information will be mailed to the phone patron.

- In the rare event that the information cannot be picked up during reference desk hours and mailing is impossible, arrangement will be made for the patron to pick up the information at the circulation desk during other library hours.

Priorities: We will give priority to certain patrons. Priority means that we will do more over the phone than would ordinarily be expected and that we will respond more quickly. It might even mean that a phone-patron would take precedence over an in-person patron. The guideline for this is the judgement of the staff member using the following considerations:

- The caller who needs or appears to need information for the public good rather than personal use.
- Administrative needs on any level: library, university, state, federal. Examples of such callers would include, in some circumstances, officials, administrators, major university functions and departments.
- When in doubt, err on the side of generosity.

When in doubt on how to handle a priority situation, consider these options:

- Call on someone for help.
- Refer the patron to a more appropriate source.
- Call the patron back.

- Ask them to participate in some way such as sending someone over to help.

- Explain your situation, be polite and helpful, maintain the attitude of helping.

Special situations: If you notice an intrusive pattern of queries from a single source, keep a good record of the incidents and report them to the Reference Coordinator. If possible, try to get the patron's name and number. The Reference Coordinator will attempt to discuss appropriate use of the telephone reference service with the patron.

Non-reference calls:
Obscene calls. If you receive an obscene phone call, be polite and say, "I'm sorry, you have the wrong number," and hang up the phone. According to Security, this is what most frustrates obscene callers. Another option is to quietly hang up without a word. Then notify Security at 3-1131 and give them the details about the call. Also, be sure to notify the Reference Coordinator, as it is important to keep track of and look for patterns of such calls.

Threats. If you are threatened by a caller over the phone, try to get the person's name, then call the emergency number, 911, and give Security the details of the call. Also notify the head of the reference department.

Nuisance calls. A "nuisance call" is any phone call or pattern of calls which regularly involve(s) material extraneous to the reference interview. Examples of such calls include callers who refuse to accept the information provided and who will not hang up and callers who do not have a question, but just keep on talking. When to hang up: First, give the person the information requested. If he/she persists with requests that are unfeasible or not possible to answer, tell the patron that what is being asked is inappropriate and why. If the person will not stop talking, tells him/her that you're sorry, but that you'll have to hang up the phone because other people are waiting to be helped (even if there aren't any.)

Offensive/vulgar language. Telephone patrons who use offensive or vulgar language, but aren't exactly obscene, may be told, very politely but firmly, that such language will not be tolerated. If the caller persists using such language, warn the caller that you will hang up the phone, then do it.

University of Virginia

ALDERMAN LIBRARY
REFERENCE DEPARTMENT

TELEPHONE REFERENCE SERVICE POLICY

The Reference Department does not provide in-depth reference or research assistance by telephone. Normally, telephone service is appropriate for only factual or referral queries. Do not interrupt an in-person reference transaction to answer a ringing phone. Users who are at the Reference Desk in-person are to receive first priority for service. When you are on Desk duty and you receive a telephone reference question, the following guidelines apply.

1. Look up no more than three to four titles on VIRGO and search no more than three known Ready Reference sources or two other known sources while the caller is on hold. If the query was not as clear cut at it had seemed to be, return to the telephone, explain the situation, and tell the caller you will pursue the query as soon as more time is available and that you will call back. (See p.2, Long distance) If the patron is to call back, be sure to allow ample time and write the query and response on the query clipboard in case you are not at the Desk when the patron calls back.

   If time does not permit you to respond to the query, leave the clipboard on one of the blotters at the Desk so that the next person on duty will find it. If you are the last person on duty that day and think, due to time constraints, you will be unable to work on the query before you leave, inform the patron and leave the query so that it can be handled by staff early the next working day.

2. Always cite a source when responding to a telephone query even if you yourself know the answer.

3. If a telephone query concerns a service policy, personnel issue, or other matter on which you can't or shouldn't, according to policy, give a definite answer, don't attempt to give "possibilities." Take a message for the department head or other appropriate staff.

4. For all requests for the photoduplication of articles, including articles in reference tools (unless the reference source is only 1-2 pages), verify the source, if needed, and explain to the patron that interlibrary loan procedures through the patron's local library are to be followed.

5. When a UVa caller asks you to complete an interlibrary loan request for them, suggest that the caller use the ILL/LEO form on the GWIS, complete an ILL paper form, or come into the ILL/LEO office. If the query concerns an item that is held on-Grounds, the caller can phone the LEO telephone phone mail number. ILL/LEO does not take information by phone. When community borrowers call with ILL requests, suggest that they first contact the Jefferson-Madison Regional Library.

6. Follow the applicable established guidelines for Reference Service to Individuals.

Phone Mail

The Reference Department has phone mail for the telephones at the Reference Desk. Our message is activated whenever the Reference Desk telephones have rung four times without having been answered. The message informs callers that the Reference staff is busy helping users at the Desk and to phone again in a few minutes. Messages cannot be left on this system. When the Reference Desk lines are both busy, the caller receives a busy signal. **When you are helping someone at the Reference Desk, do not answer a ringing phone.** The phone will be answered automatically after four rings. Phone Mail is to be activated in the morning during Reference opening procedures and deactivated at night during closing procedures. Instructions are taped to the Reference Desk near the telephones.

Long Distance Calls

a. Commonwealth of Virginia institutions - If the query cannot be answered in the time specified in the guidelines, explain the situation, and ask if the caller could call back. If the caller would prefer to have Reference staff return the call, this is permissible. To initiate a long distance call, contact a Reference faculty member.

b. All other Virginia calls - Encourage the caller to call back, but if the caller so requests, we can return the call. Follow above procedure.

c. Out-of-state calls - Strongly encourage the caller to call back but use your judgement in determining whether the Department should return the patron's call. Follow procedure in section a. above.

TRANSFERRING CALLS

In some instances you will need to use your professional judgement as to when to transfer a call and when to ask the patron to phone the number you have provided. Ordinarily, when you are busy at the Reference Desk, ask a local caller to call the requested number directly. If you are not especially busy, transfer the call.

Revised April 1994

SYSTEMS AND PROCEDURES EXCHANGE CENTER

E-MAIL REFERENCE SERVICE

ASSOCIATION OF RESEARCH LIBRARIES
OFFICE OF MANAGEMENT SERVICES

UNIVERSITY RESEARCH LIBRARY
E-Mail Reference Guidelines

Eligible Users

E-mail reference service is provided to UC faculty, students and staff.

Hours of Service and E-Mail Account Number

The URL Reference Department provides e-mail reference service as an alternative means of receiving reference questions and requests for information and service. Users may send messages any time, day or night.

The URL Reference Department's e-mail reference number is:

ECZ5REF@MVS.OAC.UCLA.EDU

Reference staff check requests at least twice daily, Monday - Friday, excluding University holidays.

Turnaround

An initial response is normally provided within 24 hours, except weekends and University holidays.

Services Provided

E-mail reference service provides quick answers to brief questions, such as checking citations; locating addresses and/or telephone numbers for professors or organizations; verifying the publisher of a specific book or journal; and checking library holdings. Reference staff also suggest strategies for further investigation by the researcher, as appropriate.

As of 6/1/93, URL rush processing requests are accepted through e-mail. Reference staff verify the number, SCAT code, and expiration date of the user's library card before forwarding the standard rush processing form to the URL Acquisitions Department.

Statistical information is not provided through this service. Reference staff may suggest a strategy or a source that may provide the requested statistical information.

Users who have questions about Library policy or procedures are referred to the appropriate Library staff member for a response, with acknowledgement to the requester.

Purchase recommendations are referred to the appropriate bibliographer or selector, with acknowledgement to the requester.

Circulation transaction requests, such as renewals or placing holds, are not provided through this service. Users making such requests will be referred to the Circulation Section.

Reference staff append their name(s) to responses to UCLA faculty; responses to other users include the signature "URL Reference Dept. Staff."

Statistics and Record Keeping

Queries and responses are filed electronically.

Statistics on the service are compiled semi-annually by the Head of Public Services and reported to the Department Head along with other public service statistics. As of 1994, the Department also tracks the approximate time spent answering questions, as a workload measure.

A file, E-Mail Reference, is maintained in the Department to record general information about the service, including these guidelines.

1992/93 volume: 65 questions, as of June 4, 1993

rev. 14 October 1993

DRAFT
E-mail Reference Service Policies and Procedures
George A. Smatthers Libraries
University of Florida
Humanities and Social Sciences Services Department
Library West, Reference

Description:

The George A. Smathers Libraries offers e-mail reference service to anyone with an e-mail address at the University of Florida or off campus via Bitnet or the Internet. The main purpose of the service is to offer an alternative to traditional reference service by answering questions using standard reference tools such as directories, encyclopedias, almanacs, dictionaries, etc. via electronic mail service. When possible, a quick response time of 24 hours (Monday - Friday) will be maintained to answer questions. The service can be accessed via e-mail at any time using the following e-mail address, *libref@nervm.*

Policies:

1. The service cannot be used for requesting library material, renewals, or interlibrary loan requests.

2. In responding to questions, first priority will be given to our primary clientele: UF faculty, staff and students.

3. Response time is always directly related to the complexity of the question. In order to insure a 24-hour turn-around, questions that can be answered with standard reference sources, such as directories, encyclopedias, almanacs, dictionaries, etc. will be given first priority. Questions requiring extensive research will be accepted at the discretion of the librarian coordinating the service.

Procedures:

1. The task of checking the e-mailbox regularly each morning will be assigned to one member of the Library West Reference Unit. Questions received will be printed to aid the librarian responding.

2. Each reference question will be reviewed and dealt with in one of the following ways:

a) A reply may be sent directly to the patron;

b) The question may be forwarded to another member of the Department;

c) The question may be referred to a librarian outside Library West Reference.

[Note: Although the service does not specifically include the satellite libraries (Health and Law), we often receive questions that should be referred to them. If a question is received that should be referred to Health or Law, call and ask if the question can be forwarded to them.]

3) If a question is referred elsewhere, the patron should be notified that his/her question has been referred for a response.

4) Questions that require more time to complete may be handled in the following manner:

a) If time or staff are not available to answer the question, inform the patron that the question falls outside the scope of questions that can be answered through the service. Try to provide at least one good referral/reference for the patron to try to pursue.

b) If time permits, respond to the patron and indicate that his/her question can't be answered with standard reference tools and will require more than 24 hours to answer.

5) Response time should be within 24 hours after receipt of the question, if possible. If unable to answer within 24 hours, reply to the patron citing sources consulted, etc. Ask for additional information or clarification. Indicate willingness to continue looking with the help of additional information.

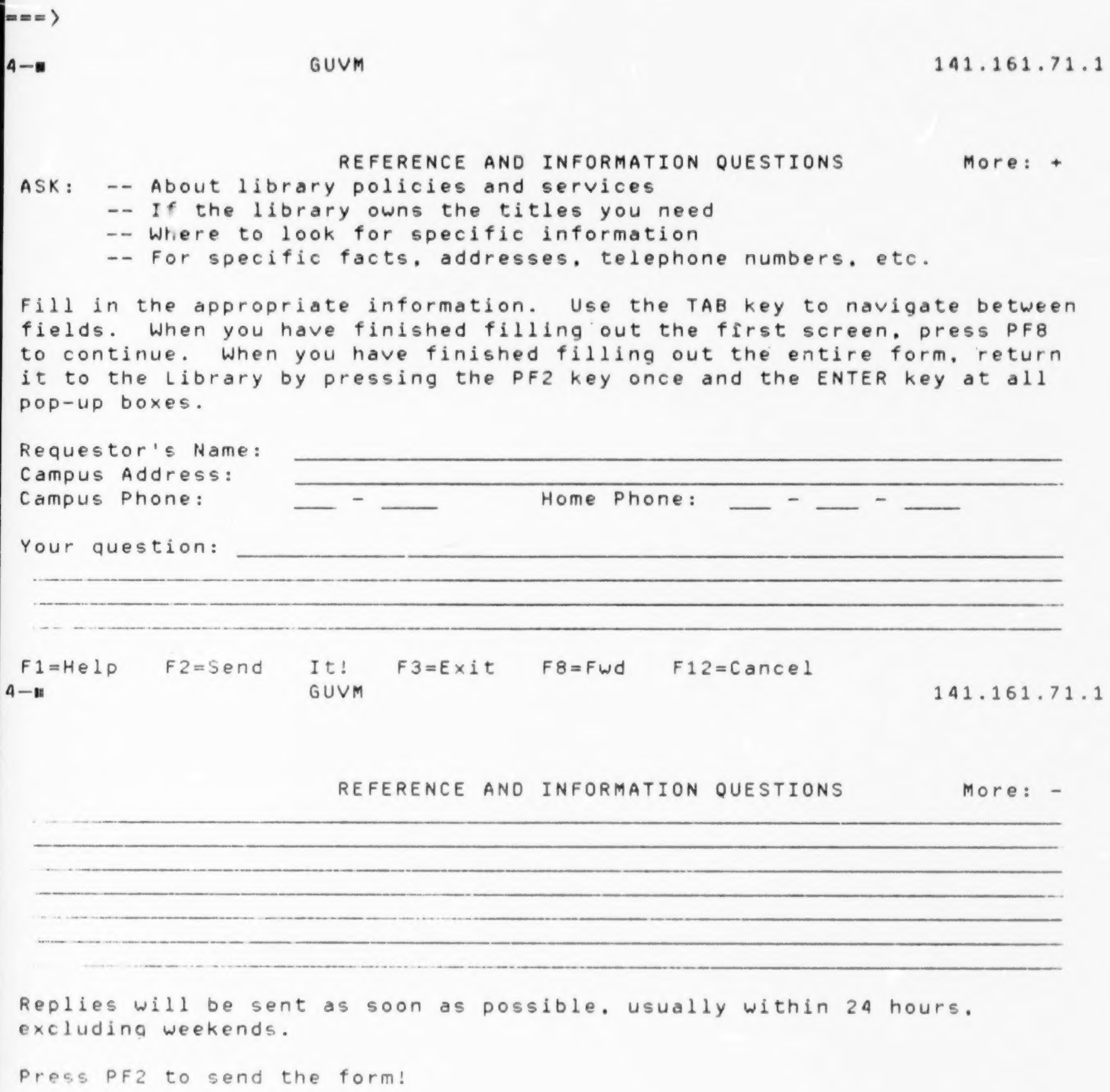
6) Statistics: a record of the total number of questions received during the year will be kept and an annual report will be submitted to the Chair of the H&SSS Department.

7) Storage: to prevent a full disk on the e-mail account, questions should be periodically discarded. Depending on the amount of e-mail reference activity, not more than 3 months of questions should be retained in the e-mail account. If storage is preferred, e-mail questions may be saved to a disk for future use.

As in the case of telephone reference and in-person reference, individual staff members will ultimately use their own judgement when dealing with questions received through this service.

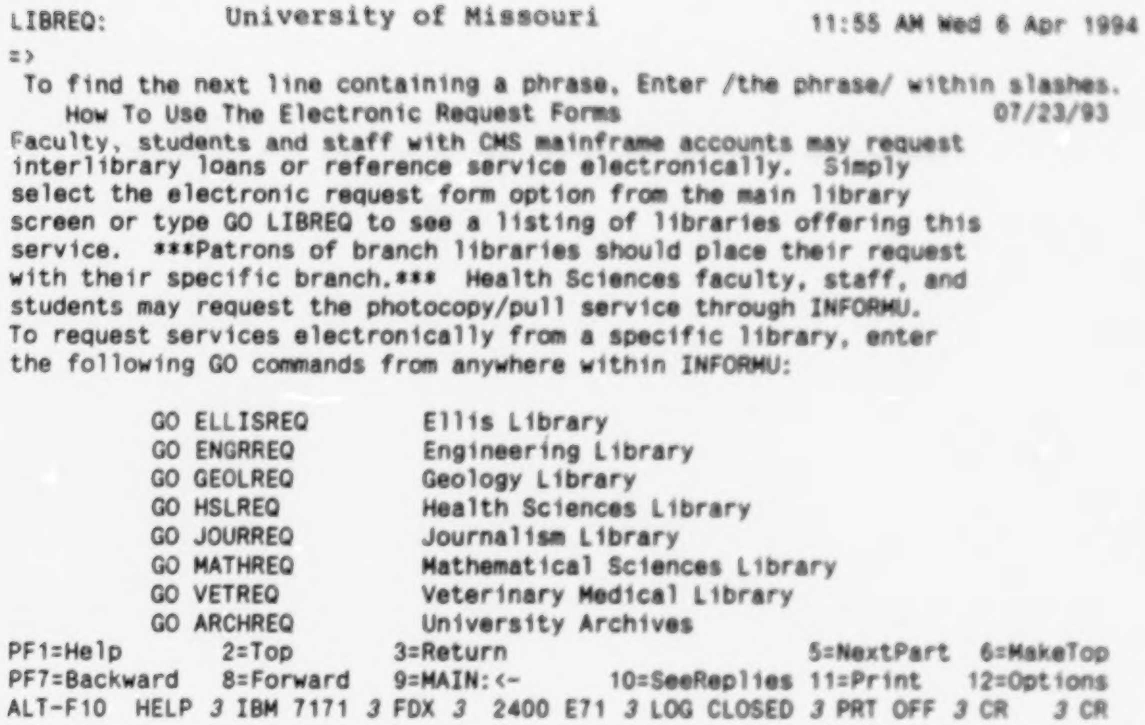
12/93

Georgetown University

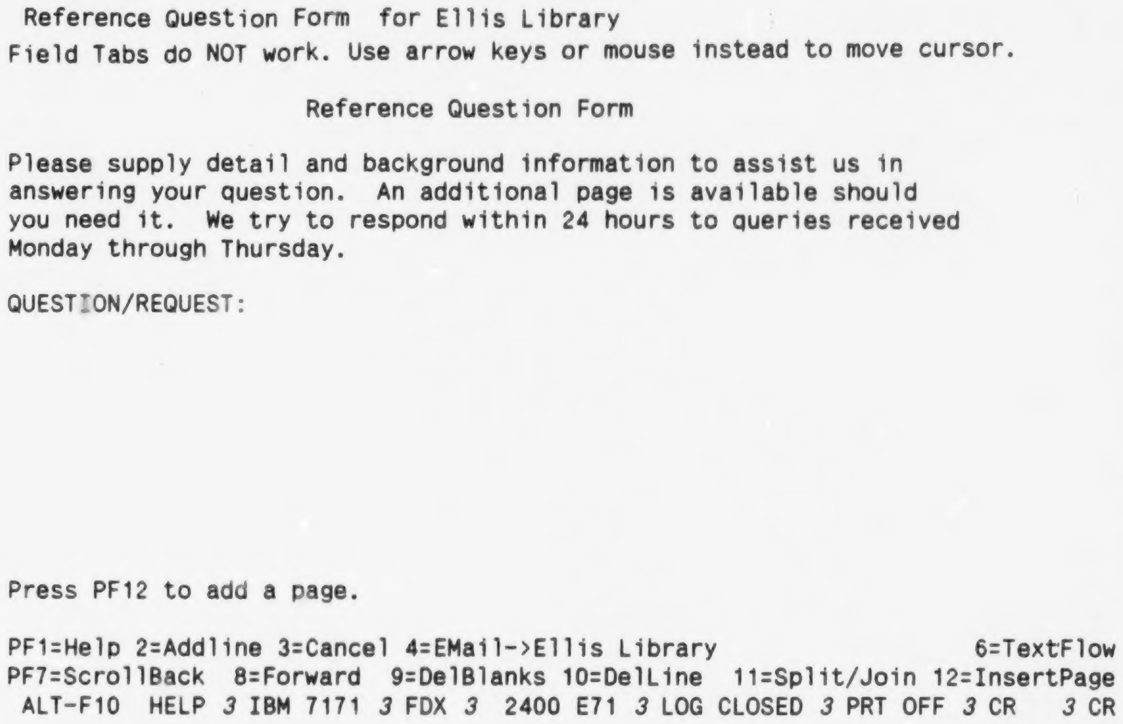


```
===>

4-■                 GUVM                                          141.161.71.1


                    REFERENCE AND INFORMATION QUESTIONS        More: +
 ASK:  -- About library policies and services
       -- If the library owns the titles you need
       -- Where to look for specific information
       -- For specific facts, addresses, telephone numbers, etc.

 Fill in the appropriate information.  Use the TAB key to navigate between
 fields.  When you have finished filling out the first screen, press PF8
 to continue.  When you have finished filling out the entire form, return
 it to the Library by pressing the PF2 key once and the ENTER key at all
 pop-up boxes.

 Requestor's Name:  ____________________________________________________
 Campus Address:    ____________________________________________________
 Campus Phone:      ___ - ____      Home Phone:  ___ - ___ - ____

 Your question: ________________________________________________________
  ______________________________________________________________________
  ______________________________________________________________________
  ______________________________________________________________________

 F1=Help   F2=Send  It!   F3=Exit   F8=Fwd   F12=Cancel
4-■                 GUVM                                          141.161.71.1


                    REFERENCE AND INFORMATION QUESTIONS        More: -
  ______________________________________________________________________
  ______________________________________________________________________
  ______________________________________________________________________
  ______________________________________________________________________
  ______________________________________________________________________
  ______________________________________________________________________
     ___________________________________________________________________

 Replies will be sent as soon as possible, usually within 24 hours,
 excluding weekends.

 Press PF2 to send the form!
```

```
athena% owl
   ^0v0^                     Massachusetts Institute of Technology
  / _/ )   Welcome to OWL, the On-line With Libraries service!
 /  ^^
              Your question will receive an answer as soon
             as possible, and no later than 5 PM on the next
                              business day.

                ****************************************
                      TO CONNECT TO FIRSTSEARCH:
                         at the athena% type

                         add library;tfirst
                ****************************************

             Please send questions or comments about OWL to:

                              f_l@mit.edu

To ask a librarian a question, type:          ask
owl : ask
Please type a one-word topic for your question.  Type ? for a list of
available topics or ^C to exit.

##########Available Topics for On-Line With the Libraries (OWL) #######
aero           Aeronautics/Astronautics
arch           Architecture/Art/Islamic Studies
biz            Business/Social Sciences
eaps           Earth/Atmospheric/Planetary Sciences
eng            Engineering/Computer Science
hum            Humanities
med            Medicine/Neuroscience
archives       MIT History/Theses/Publications
music          Music
sci            Science/Math/Chemical Eng/Nuclear Eng
urban          Urban Planning/Real Estate
visual         Visual Collections
general        General
##########Questions about the OWL system itself
owl            Questions about OWL

Topic: owl
Please enter your question.  End with a ^D or '.' on a line by itself.
```



```
LIBREQ:        University of Missouri               11:55 AM Wed 6 Apr 1994
=>
 To find the next line containing a phrase, Enter /the phrase/ within slashes.
    How To Use The Electronic Request Forms                          07/23/93
Faculty, students and staff with CMS mainframe accounts may request
interlibrary loans or reference service electronically.  Simply
select the electronic request form option from the main library
screen or type GO LIBREQ to see a listing of libraries offering this
service.  ***Patrons of branch libraries should place their request
with their specific branch.***  Health Sciences faculty, staff, and
students may request the photocopy/pull service through INFORMU.
To request services electronically from a specific library, enter
the following GO commands from anywhere within INFORMU:

          GO ELLISREQ         Ellis Library
          GO ENGRREQ          Engineering Library
          GO GEOLREQ          Geology Library
          GO HSLREQ           Health Sciences Library
          GO JOURREQ          Journalism Library
          GO MATHREQ          Mathematical Sciences Library
          GO VETREQ           Veterinary Medical Library
          GO ARCHREQ          University Archives
PF1=Help       2=Top       3=Return                    5=NextPart  6=MakeTop
PF7=Backward   8=Forward   9=MAIN:<-      10=SeeReplies 11=Print   12=Options
ALT-F10  HELP 3 IBM 7171 3 FDX 3  2400 E71 3 LOG CLOSED 3 PRT OFF 3 CR   3 CR
```



```
 Reference Question Form  for Ellis Library
Field Tabs do NOT work. Use arrow keys or mouse instead to move cursor.

                     Reference Question Form

Please supply detail and background information to assist us in
answering your question.  An additional page is available should
you need it.  We try to respond within 24 hours to queries received
Monday through Thursday.

QUESTION/REQUEST:






Press PF12 to add a page.

PF1=Help 2=Addline 3=Cancel 4=EMail->Ellis Library                6=TextFlow
PF7=ScrollBack  8=Forward  9=DelBlanks 10=DelLine  11=Split/Join 12=InsertPage
 ALT-F10  HELP 3 IBM 7171 3 FDX 3  2400 E71 3 LOG CLOSED 3 PRT OFF 3 CR   3 CR
```

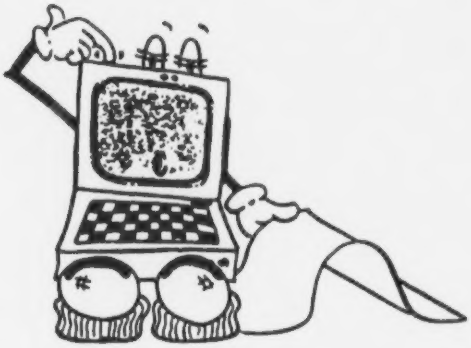
State University of New York-Buffalo

UnLOCK LOCKWOOD

It Just Got Easier
to UnLock
the Resources of
Lockwood Library!!

Use the e-mail address:

UnLOCK



Now it is easier than ever to contact us!! Just send an e-mail message using the address UnLOCK! No more telephone tag! No more scratching your head wondering which Lockwood staff member to call! We'll check "UnLOCK" daily Monday through Friday and direct your inquiry to the appropriate librarian.

Use "UnLOCK" to:

- Set up a research consultation for you (or one of your students).

- Make an appointment to learn about our various computerized products.

- Get a readily-available piece of information such as a publisher's fax number, a senator's mailing address, or the meaning of an acronym, periodical abbreviation, etc.

- Arrange to meet with a librarian to discuss a variety of options for your students to learn how to search for library material on their research topics.

- Suggest a title for purchase.

- Make an appointment to discuss Lockwood's policies and programs.

- And now a new UnLOCK service- book renewals! Just provide us with your University ID bar code number and the bar code numbers of the books you wish to renew.

Remember whether you contact us in person, by telephone, or electronically via UnLOCK, we are here to facilitate your access to the world of information!

University of Waterloo

Electronic Reference Guidelines

When determining how to respond to an e-mail reference question, try to be guided by some of the policies and/or informal guidelines which have been established over the years for our current modes of reference service, ranging from telephone and in-person assistance from the Information Desks to consultations with an appropriate subject specialist. Remember that we always have the option to seek out some guidance from another librarian, including the specialist in a given field on how to proceed, but do not automatically refer all questions relating to a particular area to the subject specialist.

1. Once the inquiries have been divided and forwarded to the three libraries participating in the electronic reference service, (Davis Centre, Dana Porter, and University Map and Design), your responses will probably fall into one of these categories:

a. factual data

Provide brief factual data to inquiry.; if reference tools are used to obtain the data, quote title, location, and call number in your response.

b. recommended course of action to take regarding search strategy

Provide some basic advice regarding search strategy, such as appropriate LC subject headings in WATCAT, suggestions for some relevant indexes/abstracts, and/or other reference tools when appropriate, (when listing any titles, include location and call number). It is important as well to state that help is available from staff at the Information Desk and to encourage the individual to come in for some assistance. The intention here is not to go on for "pages" giving detailed information, but just to give some very basic "starter" help. In some cases it might also be possible and useful to do a file transfer of library publications, etc. pertinent to the topic Note: for some questions it may be obvious that the individual needs to clarify their needs before ANY recommendations re reference strategy is given; in such situtations the best response would be to advise that they just come in and ask for assistance at the Information Desk, (include telephone number as well.)

c. recommended that inquirer contact a subject specialist for a consultation, or the services of another department, such as User Services

Do not forward the question on e-mail to the subject specialist or other department, as it is not always be clear that an individual will be available to respond within 24 hours; when responding with referral to another librarian, give name, subject specialization, telephone number and e-mail number and recommend they contact this person for a consulation; when referring them to another department, give department name and telephone number.

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UNIVERSITY OF WATERLOO

d. inquiries that should be handled by ILL

At this time it is not clear the best way to handle these inquiries as the question of all ILL ids has not been resolved. For the time being, assume that such queries should be printed out and sent up to the ILL Office.

2. Some reference questions we receive may be inappropriate for us to answer via e-mail. For these a typical response might be to recommend that the person come to the library for any needed assistance at the appropriate Information Desk. Some types of these questions might be:

a. requests for detailed statistical, medical or legal information

b. requests for catalogue searches of more than five titles, detailed and prolonged searches of indexes

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UNIVERSITY OF WATERLOO
library
NEWSLETTER

Vol. 24, No. 1
March 1993

Electronic Reference Service

The University of Waterloo Library is pleased to announce the establishment of an electronic reference service beginning March 22, 1993. Any member of the UW academic community with access to an e-mail system can ask a question using e-mail. This service is meant for brief factual questions only. It is not intended to replace the need for direct in-person instructional assistance, or the need for an individual to come into the Library to do any in-depth research.

Librarians at the Dana Porter, Davis Centre, and University Map and Design Libraries will participate in providing this service. A staff member will check the central "mailbox" each morning, Monday through Friday, by 9:30 a.m. and reply within 24 hours. The response provided will be either the information requested, or a statement that the inquiry is one which requires more in-depth research than can be responded to by e-mail, with a recommendation that the inquirer come into the Library for further assistance.

The new electronic reference service is complementary to the information service available at the Information Desks. The in-person service includes on-the-spot assistance and instruction, as well as the option of making an appointment for more in-depth consultation with the relevant Liaison Librarian. The new service provides an alternative means of communication and will probably be appreciated by users who have been frustrated by busy signals or unanswered phones when calling the Information Desk for some specific piece of information. Another advantage is that messages can be sent at any time during the day or night that the inquirer has access to e-mail and is not dependent upon the hours that the Information Desk is staffed.

Other electronic library services include WATCAT (the University of Waterloo's online catalogue) and access to other catalogues and services through UWinfo. Plans are in process for providing e-mail access to the ILL (Interlibrary Loan) service. Also, computerized indexes and abstracts in CD-ROM format for a wide variety of subject areas are available in the UW Library.

Instructions for Submitting Questions

1. Use your computer to access your e-mail mailbox and follow the appropriate protocol for sending a message.

2. The e-mail address for this service is ask@lib.uwaterloo.ca. Type your question and send it to this address.

3. The mailbox will be checked at 9:30 each morning, Monday through Friday, and responded to within 24 hours.

For further information about ask@lib.uwaterloo.ca or any other electronic services, please contact Margaret Hendley, x3992 or liboff16@watserv1.uwaterloo.ca; Joan Macdonald, x3319 or liboff25@watserv1.uwaterloo.ca; or Richard Pinnell, x3412 or liboff26@watserv1.uwaterloo.ca. (See UWinfo and over for the list of liaison librarians).

University of Waterloo Library
Waterloo, Ontario, Canada N2L 3G1
Telephone
(519) 885-1211
Fax
(519) 747-4606
ENVOY I.D.
admin/u.waterloolibrary
NetNorth
LIBOFF30@WATDCS.UWATERLOO.CA

Liaison Librarians

Discipline	Librarian	Ext.	@watserv1 .uwaterloo.ca	Location
Actuarial Science	Wendy Macpherson	3214	liboff57	Davis
Accountancy	Rienzi Crusz	2611	liboff63	Porter
Anthropology	Susan Moskal	2890	liboff40	Porter
Architecture	Michele Sawchuk	5135	liboff49	Porter
Biology	Anne Fullerton	6917	liboff55	Davis
Cartographic Materials	Richard Pinnell	3412	liboff26	UMD
Chemical Engineering	Joan Macdonald	3319	liboff25	Davis
Chemistry	Joan Macdonald	3319	liboff25	Davis
Civil Engineering	Johanna Cooper	6914	liboff50	Davis
Classics	Christine Jewell	3703	liboff69	Porter
Computer Science	Jim Parrott	3109	liboff10	Davis
Dance	Susan Bellingham	3122	liboff07	Porter
Drama & Theatre	Erin Murphy	2885	liboff24	Porter
Earth Sciences	Johanna Cooper	6914	liboff50	Davis
Economics	Rienzi Crusz	2611	liboff63	Porter
Electrical & Computer Engineering	Jim Parrott	3109	liboff10	Davis
English	Erin Murphy	2885	liboff24	Porter
Environment & Resource Studies	Margaret Aquan-Yuen	3783	liboff59	Porter
Film Studies	Michele Sawchuk	5135	liboff49	Porter
Fine Arts	Michele Sawchuk	5135	liboff49	Porter
French	Marsha Blok	3570	liboff60	Porter
Geography	Margaret Aquan-Yuen	3783	liboff59	Porter
German & Slavic	Marsha Blok	3570	liboff60	Porter
Government Publications	Susan Moskal	2890	liboff40	Porter
Health Studies	Anne Fullerton	6917	liboff55	Davis
History	Diane Fitzpatrick	3696	liboff65	Porter
Independent Studies	Diane Fitzpatrick	3696	liboff65	Porter
Kinesiology	Anne Fullerton	6917	liboff55	Davis
Management Sciences	Rienzi Crusz	2611	liboff63	Porter
Mathematics	Wendy Macpherson	3214	liboff57	Davis
Mechanical Engineering	Johanna Cooper	6914	liboff50	Davis
Optometry	Anne Fullerton	6917	liboff55	Davis
Philosophy	Christine Jewell	3703	liboff69	Porter
Physics	Joan Macdonald	3319	liboff25	Davis
Planning	Margaret Aquan-Yuen	3783	liboff59	Porter
Political Science	Amos Lakos	2279	liboff20	Porter
Psychology	Shabiran Rahman	2282	liboff73	Porter
Recreation & Leisure Studies	Richard Pinnell	3412	liboff26	UMD
Religious Studies	Christine Jewell	3703	liboff69	Porter
Sociology	Shabiran Rahman	2882	liboff73	Porter
Spanish	Marsha Blok	3570	liboff60	Porter
Special Collections	Susan Bellingham	3122	liboff07	Porter
Systems Design	Jim Parrott	3109	liboff10	Davis

SERVICES FOR THE DISABLED

University of California-Los Angeles

DRAFT

SERVICE TO LIBRARY USERS WITH DISABILITIES
UCLA LIBRARY POLICY STATEMENT

The UCLA Library is committed to providing access to library collections, services and programs for users with disabilities in accord with section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990.

To provide program accessibility, the library will make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of the disability, unless the modifications would result in a fundamental alteration of the nature of a service, program or activity, or in undue financial and administrative burdens.

7/21/93 PSC
9/14/93 EXCOM
9/22/93 ADCON
10/15/93 OSD/MARTIN/OCP
10/20/93 Staff
10/22/93 CACD
10/28/93 PSC (final review)

DRAFT

SERVICE TO USERS WITH DISABILITIES
RESOURCES FOR STAFF AND USERS

If staff are unable to assist users with disabilities, the user should be referred to the most appropriate individual listed below. Staff with questions about this policy and its implementation and Library compliance with the ADA may also contact individuals listed below.

A. LIBRARY RESOURCES

1. Library Steering Committee for ADA Compliance:
AUL for Personnel and Administrative Service, ADA Compliance Coordinator
AUL for Public Services,
Head of Access Services,
Head of Personnel Services, and
Head of Special Projects.

This Steering Committee is charged with ensuring continuing attention to the needs of disabled library users as well as staff related issues.

2. LIBRARY RESOURCE PERSONNEL FOR SPECIFIC ISSUES:

EMPLOYMENT:
Maggie Pickering
Head, Personnel Services
phone: (310)825-7047
email: ecz5pic@mvs.oac.ucla.edu

ACCESS TO SERVICES, COLLECTIONS, PROGRAMS:
Claire Bellanti
Head, Access Services
phone: (310)825-1084
email: ecz5cqb@mvs.oac.ucla.edu

STAFF TRAINING & BUILDING POLICIES:
Sharon Farb
Head, Special Projects
phone: (310)206-3388
email: ecz5fab@mvs.oac.ucla.edu

PUBLIC SERVICES POLICIES:
Janice Koyama
AUL for Public Services
Library Administration
phone: (310)825-1201
email: ecz5koy@mvs.oac.ucla.edu

OVERALL COORDINATION ADA/504 COMPLIANCE:

Rita Scherrei
AUL
Library Administration
phone: (310)825-1201
email: ecq9rqs@mvs.oac.ucla.edu

B. CAMPUS RESOURCE PERSONNEL

1. Office for Students with Disabilities
Kathy Molini
Director
A255 Murphy Hall
phone: (310)825-1501

2. Coordinator of ADA & 504 Compliance
Douglas A. Martin
Special Assistant to the Chancellor
A239 Murphy Hall
phone: (310)825-2242
fax: (310)825-3688

3. Head, Disabilities and Computing Program
Danny Hilton-Chalfen
Disabilities and Computing Program
Microcomputer Information Center
5628 MSA
phone: (310)206-7133
TDD: (310)206-5155

DRAFT

SERVICE TO LIBRARY USERS WITH DISABILITIES
GUIDELINES FOR STAFF

Our service goal is to provide program accessibility using methods that result in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities. To provide program accessibility, Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 require that each library service, program or activity, when viewed in its entirety, be conducted such that it is readily accessible to and usable by individuals with disabilities. The UCLA Library also makes library resources and services available to all eligible library users according to principles established in the California Plan for Higher Education.

> ALL STAFF WORKING IN PUBLIC SERVICE AREAS OF THE UCLA LIBRARIES WILL MAKE EVERY EFFORT TO ACCOMMODATE REASONABLE REQUESTS FROM USERS WITH DISABILITIES. DISABILITIES ARE OFTEN INVISIBLE, AND LIBRARY STAFF SHOULD PROVIDE AN APPROPRIATE ACCOMMODATION WHEN USERS IDENTIFY THEMSELVES AS HAVING A DISABILITY.

The Steering Committee makes the following recommendations for staff in specific situations for users with disabilities.

- LOCATING MATERIALS

Staff will make every effort to accommodate requests for access to information contained in inaccessible terminals, CD-ROMs, and other library reference tools used to locate library materials and collections.

Users with personal computers may access ORION from a personal computer by obtaining ORION accounts. Library staff should make extra efforts to inform users with disabilities about ORION accounts, which are available at library public service points.

- ORION EXPRESS

Campus faculty, staff and students with disabilities and frequent retrieval and photocopy needs should be informed of ORION Express service by library staff.

ORION EXPRESS is not available to the general community but four units within the library system currently provide ILL/document delivery to non-UCLA users: Biomed, the Law Library, PSTL ILL and URL ILL. Prices vary from unit to unit. External users with disabilities and a need for research assistance should be encouraged to contact these units for details.

BEST COPY AVAILABLE

- RETRIEVING MATERIALS

Staff should retrieve materials for users with disabilities who find that library stacks or other areas are inaccessible to them. The number of items retrieved per day may be limited in a library unit due to staffing or workload considerations. When immediate paging cannot be done, particularly during evenings and on the weekend, staff may make arrangements with users to have the material ready the following working day.

- PROXY BORROWER CARD

A user with disabilities may designate, at no additional charge, an individual to borrow books in his or her name. That individual will be issued a "proxy borrower card" in the name of the user with disabilities. Public service units with questions about this card should consult the UCLA Library Card Issuance Manual or contact the Head of Access Services.

- PHOTOCOPYING MATERIALS

Staff will make photocopies for users with disabilities, at no additional charge, when staff are available to leave public service desks. Materials to be copied should be brought to a circulation desk along with a debit card that has sufficient value to make the copies. Cash will not be accepted. The user who has requested the copies is responsible for compliance with the U.S. Copyright Law.

- TELEPHONE RENEWALS

Staff should make every effort to respond to requests for telephone renewals from users who identify themselves as having a disability. Staffing patterns may be such that the staff can only take the information and then ask the user to call back and confirm the renewal at a later time.

The UCLA Library, when notified, will seek to establish procedures and methods that allow users with disabilities to have access to collections and take advantage of services, if such is not covered above or by any other existing procedures or policy.

11/29/93

Libraries

LIBRARY SERVICES FOR STUDENTS WITH DISABILITIES

Colorado State University Libraries provides assistance for the following services:

- **REFERENCE**
- **TOUR OF THE BUILDING**
- **SEARCHING CARL**
- **RETRIEVING MATERIALS**
- **PHOTOCOPYING**
- **DOCUMENT DELIVERY - LIBRARIES RETRIEVAL AND DELIVERY SERVICE**
- **ELECTRONIC INFORMATION LAB - ROOM 12**
- **FOR THE FOLLOWING EQUIPMENT - ADAPTIVE TECHNOLOGY ROOM 11**
    - Arkenstone Open Book Reading System
    - Juliet Brailler
    - Visualtek print enlarger
    - Ednalite magnifier
    - Cassette players and recorders
    - Advance reservation is required for equipment use. Please contact the Loan Desk to reserve equipment, 491-1842.

For more information or for assistance with these services, the following staff members are available from 9:00 a.m. to 4:00 p.m., Monday through Friday:

Jean Winkler	Cataloging Dept.	491-1847
Lindsey Wess	Interlibrary Loan	491-1866
Larry Rouch	Reference	491-1860
Teresa Neely	Reference	491-1859
Dorothy Leising	Science/Technology	491-5227
Suzanne Taylor	Government Documents	491-1880
Cathy Harris	Loan Desk	491-1842
Jenny Yeck	Loan Desk	491-1842
Alicia Conrardy	Acquisitions	491-1820
Billie Hundtoft	Acquisitions	491-1820
Gardenia Leo	Interlibrary Loan	491-0594
Diana Wess	Acquisitions	491-1823
Loan Desk (after hours)		491-1842

OTHER CAMPUS SERVICES

- **RESOURCES FOR DISABLED STUDENTS**
  Rose Kreston, Director 491-6385

- **ASSISTIVE TECHNOLOGY RESOURCE CENTER**
  Donna Greene, Service Coordinator 491-6258

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Colorado State University

Other Regional Services

The **Illinois Regional Library for the Blind** is located at 1055 W. Roosevelt Rd., Chicago, IL. It is a learning library which holds a number of audio books. Use of the library is free of charge. However, those who wish to use the library must first complete an application. Applications are available at the above address. Please direct all questions regarding the services provided by the Illinois Regional Library to that institution. Its phone number is:

312-746-9210

Other Main Library Resources

A TeleSensory Voyager 12-inch video magnifier featuring a solid state CCD camera to produce enlarged images is now available in the Main Library Reference Department. Sponsored through the Office for Disabled Student Services, this easy-to-use magnifier can enlarge material up to 45 times. Other features include enhanced contrast capabilities, positive/negative image reversal, and tilt screen display. Ask at the Reference Desk on the 2nd floor for more information.

Library Service

to Patrons with Disabilities

UIC The University of Illinois at Chicago

Library Service to Patrons with Disabilities

Any patron with a disability may receive assistance in using the Library from the Reference or Circulation Department by making an appointment with one of the Reference Department librarians responsible for coordinating this service.

Assistance can include a one-hour session during which librarian and patron identify books, articles, and other appropriate sources. The librarian determines the location of the items and provides a printed copy of the citations and their locations. The librarian will make arrangements with the Circulation Department to retrieve material, and escort the patron to a designated meeting place with a member of that department.

A Circulation staff member will retrieve books and journals for the patron from the Library stacks and assist the patron in the checkout process. Any item that is not in the Library will be requested from another location, whenever possible, in accordance with Library policies. The staff member can assist the patron in filling out the required forms. Photocopy service will be provided by the Main Copy Center at the request and expense of the patron.

For further information or to make an appointment, please contact Main Reference or LHS Information by phone or electronic mail.

Main Reference: 996-2728; note LIB-REF
LHS Information: 996-8969; note LIB-LHSC

University of Kentucky

Attachment for question: #17

Library Services for Patrons With Disabilities: Guidelines, Policy, and Procedures

4/12/94

Guidelines for Serving Patrons with Disabilities for Public Services Staff

Any person approached when working a public service desk should provide services for people with disabilities. People with disabilities may need assistance using NOTIS, MDAS, CD-ROM or printed indexes, or the general collection and other aspects of the UK Libraries' facilities. Please fulfill their needs as with any other patron, and only refer them to King Disabilities Services if you have determined their needs cannot be met by the usual procedures. Many people with disabilities are unable to retrieve books and photocopy chapters, documents and articles. To assure programmatic access, King Disabilities Services works with Interlibrary Loan to provide document delivery for people with disabilities. Disabilities Document Delivery is a centralized service which uses intralibrary loan for patron requests made at King Library which must be referred to associate and branch libraries.

Turnaround time for Disabilities Document Delivery, if forms for each document requested or at least lists of good citations are submitted, is two working days. Forms or lists of citations may be submitted at the King Reference Desk; they are then forwarded to Interlibrary Loan where students retrieve and copy materials. Retrieved books and finished copies may be picked up at the King Reference Desk. Depending on demand and the availability of materials, the two working day expected turnaround time may be either shorter or longer; requests which must be relayed to associate or branch libraries, and Interlibrary Loan requests, of course, increase retrieval times. If research assistance, such as a NOTIS Search or a CD-ROM search or a paper index search, is requested as a preliminary to pulling and photocopying the material, three working days is the expected turnaround time; depending on demand and the availability of materials, this time may be shorter or longer. A patron's desire for the quick fulfillment of their needs is understandable with the pressure of classwork and possibly jobs and other factors behind their needs, and they must to be assured that their research and materials will be obtained as soon as possible. Disabilities Document Delivery is a very important service, but with other, competing demands on the human and physical resources of Reference, ILL, and the branch libraries, we'll have to request their patience while we take the time necessary to process and fill their requests.

Except for a few special courtesies and accommodations, people with disabilities ought to be treated with the same positive regard as other patrons, no more and no less. A number of research studies show that people with disabilities have difficulty with stigma, with the perception by others that they are very different from normal. This is very common, and people with one sort of disability may not know how to react to someone with another disability, so it's not something to regret, but it is something to be worked through and overcome. Sometimes, people treat people with disabilities with caution, reserve, and fear because they are unsure of how to deal with the situation; serving a person with a disability is an anxious situation for them. Another possible reaction to people with disabilities is what researchers have called "the extra break effect." In this situation, people with disabilities are treated extra well, with excessive friendliness and helpfulness and with patronization. People with disabilities may sense that they are being treated differently, either with anxiety or with patronization; most people with disabilities are used to this and are generous enough to help put others at their ease, but they do appreciate being treated with the same professionalism all patrons may expect, no less and no more.

Some special accommodations and courtesies you might extend to patrons with disabilities include:

Visual Impairment: when a blind or visually impaired patron approaches the desk, greet them, state your first name, and tell them you are a librarian, graduate assistant, or library assistant, and ask what you can do for them. This will help to orient them to the physical space and to you, so they won't be dealing with just a pleasant but anonymous voice. When handing books or articles to a visually impaired patron, first explain what you are giving them and read off the titles. Tell them the number of items you are giving them. This helps to orient them--a lump of pages or the block of a book in their hand does not give them much information. Visually impaired patrons may ask to have materials read aloud to them, perhaps using a tape recorder to record the printed material in audio format; in ready reference situations, this would constitute a reasonable accommodation, but if the patron wishes to have extensive or numerous passages read aloud, suggest that they ought to contact the campus Disability Resource Center (257-2754) for an assistant to do this. If a visually impaired patron needs to be directed to another part of the library, ask if you can take them there. If the patron navigates with a cane, give them your elbow to hold and lead them to the area, warning them of narrow places where two cannot pass abreast and of obstructions such as steps in their way. If the patron uses a guide dog, ask the patron to follow you and they will signal to the dog that you are the leader and the dog will follow you. If the patron needs to go elsewhere on campus and does not know the way, regular students leaving the building may be asked to serve as guides--often they are quite happy to render help. Do not be surprised if many blind people do not wear dark glasses and seem to look right at you as if they saw you--eye contact and eye control is part of rehabilitation training and is used to assist blind people in social interaction, since it is considered most polite by society to look at people to whom you are speaking.

People who are mobile with wheelchairs: people who use wheelchairs are typically frustrated with the inaccessibility of King Library and other areas of campus--this is a given. When conducting a reference interview, try to stay at eye level in your chair--better not to stand in front of them and loom over them. If you need to show them indexes or need to show them how to search the catalog or the CD-ROMS, be sure to take a seat beside them. People who use wheelchairs are also vertically impaired, so assist them in retrieving items from the shelves--low items are just as out of reach as high items. Try to seat people in wheelchairs at the higher tables so their wheelchairs can fit underneath; the wooden carrel seating is the best for this at the moment. In branch or associate libraries, service personnel may go to the stacks to retrieve materials, or may accompany the patrons if they wish to browse; in King, Circulation staff may perform this service for patrons who need materials from the stacks and staff from Serials may perform this service for patrons who need materials from the current issues room or the periodicals room.

Hearing impairment: people with hearing impairments use different ways of communicating. For some, a clear and not too loud tone of voice is all they need. For others who read lips, maintaining good face-to-face contact and speaking clearly is necessary. For the deaf who use sign language as a first language, taking or giving written information may be the best way to communicate. With a person who relies on sign language, do not be surprised if written communication from them is not perfect English--after all, written and spoken English may be their second language and assumptions about their intelligence cannot be made from this. As with all people with disabilities, be patient; communication may be more cumbersome but the most important thing is that communication does occur. Do not be afraid to ask how the hearing-impaired person would like to communicate, orally or in writing. If a hearing-impaired patron (or someone who uses a wheelchair, or an international student) has speech that is difficult to understand don't pretend to understand when you don't. Ask them to repeat or have them write down their request. Repeat to them what you understood them to say so you can ensure that is what they meant. If they cannot write down their request, ask your partner at the desk to hear their request and help to understand.

Behavioral impairment: most people who are angry or too demanding or who may not seem to be thinking clearly are "normal" people who have had a bad day, feel they have been given a bum deal by life, have a close deadline, did not have a good night's sleep, or have some other factor which is affecting them at the moment. However, some people who use the library may have mental illnesses which are classified as disabilities and which are covered under the disabilities laws. It may be impossible to discover whether you are dealing with someone who has a disability or someone who does not, but the same procedures should be used in all cases of behavioral impairment. Someone who is angry or demanding should be treated diplomatically and professionally, but we do not need to absorb strident and excessive abuse. If an incident occurs and a supervisor is available, refer the patron to them for a resolution of the problem. If you are working at night or on the weekend, if someone does not settle down and is not appeased with the suggestion that they may talk with a supervisor the next day they are in, such a person should be asked to leave. If they do not leave when you ask, you ought to warn them that you will call campus security; if the person still will not leave the library, call campus police if it is safe to do so or ask someone else to call campus police, and notify the Circulation Department that you have done so. The same holds for situations on the telephone. The patron should be dealt with diplomatically and professionally, but if they cannot be appeased refer them to a supervisor. If it is a night or weekend and they are not satisfied with your help or the suggestion that they may talk to a supervisor the next day they are in, warn them that you will not take abuse and will hang up if such abuse does not stop. Hang up if your warning is not heeded. If they call back repeatedly, after warning them, you should call the campus police. All such instances, whether in person or on the phone, need to be reported to a supervisor and the Director's Office. If a person seems confused or disoriented, whether in person or over the phone, do not just dismiss their needs and put them off; help them to the best of your ability and to the best of their ability to understand. Even if what they are requesting does not make sense to you, try to define their need and fulfill it. Disordered thought may be a symptom of a disability or may be from some other reason, so as with communication problems with disabilities, use patience and understanding. Also, we should not make light of such people among ourselves even if they seem ridiculous--disorders of thought and feeling which are symptoms of a disability are no funnier than eyes which cannot sense light or legs which cannot support the weight of their owner.

I. Disabilities Policy

It is the mission of the University of Kentucky Libraries to provide equal information access to all who request it. For people with disabilities, the Libraries will make special provisions which will permit the user to examine sources, complete assignments, and conduct research. All members of public services units in King Library and in each branch and associate library will, upon request, assist patrons with disabilities in using the Library.

The Coordinator for Disabilities Services is based in the Reference Department of King Library. Cooperation and coordination with the campus Disability Resource Center and other agencies are maintained for the benefit of patrons with disabilities.

II. Disabilities Procedures

A. *GPD/Reference Department*

The GPD/Reference Department of King Library has primary responsibility for assisting patrons in using NOTIS, CD-ROM databases, indexes, and other materials located in the

GPD/Reference area. For patrons with disabilities, the staff's duties may also include writing down needed call numbers and citations. The GPD/Reference Department is also responsible for the following services:

1. Providing individual or group instruction and orientation to the library for patrons with disabilities, upon request.

2. Locating call numbers for a list of items. At the discretion of the assisting staff member, the patron may be asked to come back within a specified time period for the gathered information.

3. Directing the patron to the lobby's Copy Cat Copy Service, if information needed is in a reference tool. (See Section F)

4. Relaying requests for materials, which may be checked out from the branch and associate libraries, to the Document Delivery Department under the aegis of Interlibrary Loan. These materials should be checked out in the patron's name and sent to the King Reference Department where patrons will pick them up; patrons must allow for more time when obtaining materials from branch and associate libraries. (Exception: materials from the Medical Center Library must be checked out through interlibrary loan.) Patrons can return books to the King Circulation Department with a note indicating which library they were checked out from.

5. Relaying requests to the Document Delivery Department , under the aegis of Interlibrary Loan, which will contact branch and associate libraries when copies of journal articles are needed from their collections. Patrons should be made aware of the time involved in this procedure.

B. *Circulation Department*

The Circulation Department will have primary responsibility for retrieving books from the stacks for people with disabilities, upon request. Every effort will be made to retrieve material for them. The Circulation Department will attempt to retrieve materials the same day requested; however, because of low staffing at certain times, they cannot guarantee immediate retrieval but can guarantee 24 hour turnaround on retrieval requests. The Circulation Department is also responsible for assisting in these areas:

1. If a patron cannot utilize the copy machines on a self-serve basis and the Copy Cat service is not in operation, the Circulation staff will assist patrons in using the machines.

2. The key elevator will be used to provide access to areas inaccessible by public elevators; the Disability Resource Center (257-2754) will provide patrons with disabilities with keys.

3. For items on desk reserve, patrons with disabilities should use the Copy Cat lobby copy service.

4. The NOTIS system is not amenable to telephone renewal of materials, but arrangements can be made with the head of Circulation for homebound patrons or patrons with disabilities in emergency circumstances.

C. *Maps* and *Serials Departments*

These units will be responsible for assisting patrons with disabilities in their areas. For Maps this will mean research assistance and forwarding of materials to Copy Cat . Circulation is responsible for retrieving material from the basement and core GPD stacks. For Maps and Serials this may include pulling journals from stacks and forwarding them to Copy Cat in the lobby. The patron would then be asked to pick up the copies later at the Copy Cat window or could have them mailed to them by Disabilities Services in King Reference.

D. *Special Collections*

With the exception of very rare or fragile items, materials may be removed for consultation and photocopying, to an area where special equipment is located. This may be the Reference Department where a print enlarging device is located, or the King Computer Lab where scanning equipment and a voice synthesizer are located. A Special Collections staff person should supervise any removal of items from the department.

E. *Branch and Associate Libraries*

Since each library location has a unique physical arrangement and some have limited access, we recommend that persons call before visiting the library which they would like to use. Branch and associate librarians will be able to suggest means of access into their buildings or to provide specific information on services and equipment.

1. Staff members in branch and associate libraries will assist patrons with disabilities who would like help using NOTIS, electronic and paper indexes, and other materials. Call numbers and citations will be printed out or copied for patrons with disabilities at their request.

2. Books, journals, or other materials will be retrieved from stacks for patrons with disabilities, if necessary.

3. If a person's disability precludes operating a photocopier, copies will be made by library staff. The cost of the photocopies will be the responsibility of the patron. In general, photocopies will be available within two working days. If copies are expected to take longer, the patron will be informed when the request is made. Completed photocopies may be sent through campus mail by patron request.

4. Patrons may request that books and copies of periodical articles be sent from branch and associate libraries to Interlibrary Loan at King or to another branch library. Requests should be made through a staff member at the library where materials are to be sent. Billing for copies will be done by the library where the copies are picked up. Intrabranch loan of books and periodicals is to be performed for the convenience of the patron; although most patrons with disabilities make use of the King Disabilities Service, some may prefer the use of a branch or associate library.

5. If patrons with disabilities need to remove reserve materials from an associate or branch library to make photocopy enlargements or to have materials read aloud, in most cases the material may be taken from the library. In the case of individual copies belonging to instructors, it will be necessary to obtain permission from the person who has placed the material on reserve. Patrons borrowing material will be responsible for its return when due.

F. *Photocopying*

The Copy Cat copy service in the lobby of King South will copy materials for patrons with disabilities at the same price charged at the copy machines (.05/page) unless special charges apply. Microform Services will copy microforms for patrons at their request (.25/page). For patrons with visual impairments, enlargement capabilities are available at both locations.

1. *GPD/Reference, Circulation, Maps and Special Collections*

For the fastest and most convenient service, staff should direct patrons needing photocopies of material from these departments to the lobby's Copy Cat. Should the copy service be closed and patrons with disabilities wish immediate assistance, Circulation staff may assist patrons in making copies or, if short-staffed, may take a request for Disabilities Document Delivery from patrons, letting them know that the copies should be ready in two working days, and that they may be picked up at the Reference Desk or may be mailed at the patron's request. Staff will retrieve materials as described in A. to D. above, while Document Delivery will retrieve materials for written requests. Neither Microform Services nor the Copy Cat will retrieve materials.

Note: Photocopying of any material from Special Collections must be approved by Special Collections staff before copying because of the fragility of much of the department's holdings.

2. *Branch and Associate Libraries*

For requests physically originating in these libraries, staff will notify patrons with disabilities that copies should be available in two working days and will pull and copy materials. Requests for materials in branch and associate libraries originating in King will be fulfilled by King Disabilities Services or GPD/Reference staff who will take the requests, and by Document Delivery staff who will forward the requests and retrieve the materials.

Disabilities Document Delivery Service
Research and Information Services
University of Kentucky Libraries
King Library South 40506-0039
(606) 257-8397

Complete one form for each request

DDDS will retrieve books or photocopy periodical articles, book chapters, proceedings, technical reports, government publications, and any part of other printed or microform publications held by the UK Libraries. Print copies of electronic documents will be provided in accordance with licensing agreements with database providers. Copying will be done in accordance with copyright laws and guidelines. Only one copy of each item may be made. Complete books or periodical issues may not be copied. Requests for King materials will be processed within 48 hours (Monday-Friday). Requests for branch and associate library materials will be processed within 72 hours (Monday-Friday).

No fee is charged for book delivery. Copies cost $.05 per page from paper originals and $.25 from microforms. Charges may be billed to departmental accounts or invoiced to an individual.

Name	Library Barcode#	Date
Dept.	Room Bldg.	Speed Sort
Phone	NOT NEEDED AFTER	Dept. Acct.#
Fax	Chec one: Fac ___ Staff ___ Grad ___ Undergrad ___	
Off campus address		

Title (Book)				Location/ Call Number
Title (Journal)				
Author				
Article Title				Refer to ILL?
Vol.	No.	Date	Pages	Yes ___ No ___
Edition for book	Publisher of book			

Warning Concerning Copyright Restrictions

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a copying order, if, in its judgment, fulfillment of the order would involve violation of the copyright law.
4/94

SERVICES FOR PATRONS WITH DISABILITIES

University of Pennsylvania Libraries

It is the mission of the University of Pennsylvania Library to provide equal access to information to all Penn students, faculty and staff. The Library has made provisions to assist patrons with disabilities in accessing, retrieving and using library materials.

Access to the Van Pelt-Dietrich Library Center

The barrier-free entrance to the Van Pelt-Dietrich Library Center is through the Rosengarten Reserve Room entrance on the ground floor of the Library. This entrance faces the Blanche P. Levy Park. It is usually locked, but patrons can alert staff by using either the call button on the right hand side of the door, or the push-plate at the door.

Access to School and Departmental Libraries

All school and departmental libraries are barrier-free. Information on the best access path to each library is available by calling individual libraries directly. The Library's Resource Guide lists all libraries and phone numbers. Arrangements can be made to pick up Departmental Library books from Van Pelt. Please contact Hilda Pring or Emily Batista at 898-7094 or 898-7557 for this service.

Use of Van Pelt Library

Patrons with disabilities are encouraged to bring a person with them to help in using the catalogs and in retrieving materials from the stacks. However, if this is not possible, staff in the Reference and Circulation Departments will arrange for assistance. Please note that telephone reference is available. Reference staff will search up to 10 items in the catalogs upon request.

If extensive assistance is required, advance arrangements should be made:

- To arrange for help in using the catalogs please call Louise Coursey in Reference at 898-8118.
- For help in retrieving books and periodicals from the stacks please contact Hilda Pring or Emily Batista at the Circulation Desk or call 898-7094 or 898-7557.

Franklin/PennData Terminals

Wheelchair-accessible Franklin/PennData terminals are located in the Rosengarten Reserve Room on the ground floor, and on the first floor, near the Circulation Desk. Table height terminals are located on the first floor, in the Microforms area on the second floor, and in the third floor east elevator lobby.

Carrels

Carrels are study desks located on the three stack floors. Carrel holders may charge books to a carrel for an academic year. These easily accessible carrels are available to graduate and undergraduate students with disabilities. Students should contact Hilda Pring or Emily Batista at the Circulation Desk to arrange for a suitable carrel.

Fines

All patrons are responsible for returning library materials on time. However, the Circulation Department may waive or reduce fines if students with disabilities have difficulty returning material. Students should contact Hilda Pring or Emily Batista about problems concerning overdue books.

Reading Room for Visually Impaired Readers

A room is available in Van Pelt Library for use by students and their readers. This room may be scheduled in advance by calling Hilda Pring at 898-7094.

Orientation

Reference Department staff are pleased to conduct orientation sessions as needed. Requests should be made to Louise Coursey at 898-8118.

Photocopying

Patrons are encouraged to bring a person with them to help with photocopying. If this is not possible, patrons with disabilities should contact Ancil George or Paul Farber inlxosengarten Reserve at 898-7561.

Microforms/Current Periodicals & Newspapers

Staff are available in both Microforms (898-5445) and in Current Periodicals & Newspapers (898-8211) to assist patrons with disabilities in using materials and equipment.

Rosengarten Reserve Reading Room

Staff are available to assist patrons with disabilities in using the Reserve catalog and in retrieving materials which are on reserve.

Rest Rooms

Wheelchair-accessible rest rooms are located in the ground floor east elevator lobby, outside the Rosengarten Reserve Room, and in the third floor west elevator lobby.

Telephones

Wheelchair-accessible **pay phones** are located in the west elevator lobbies on the first, third, fourth and fifth floors. Wheelchair-accessible free **campus phones** which can be used to dial University 573 or 898 numbers, are available on the ground floor in the Rosengarten Lobby and on the first floor in the west elevator lobby.

The University Library urges patrons with disabilities to contact Van Pelt staff members listed here, or Departmental Librarians, to discuss specific needs and concerns. The Libraries work closely with the Office of Affirmative Action: patrons may also wish to bring library-related issues to this office.

Ancil George	Head, Rosengarten Reserve, Coordinator of library service for patrons with disabilities e-mail: george@a1.relay 898-7561
Paul Farber	Rosengarten Reserve 898-7561
Hilda Pring	Patron liaison, Van Pelt Circulation 898-7094
Emily Batista	Head, Van Pelt Circulation e-mail: batista@a1.relay 898-7557
Louise Coursey	Librarian, Van Pelt Reference e-mail: coursey@a1.relay 898-8118

Revised 7/93

DRAFT
5/4/94

POLICY

SERVICES TO USERS WITH DISABILITIES

The General Libraries
The University of Texas at Austin

Equal access to library materials and services is of paramount importance to the General Libraries and is readily achievable in compliance with the Americans with Disabilities Act (ADA). It is the policy of the General Libraries to provide, whenever possible, arrangements that enable users with disabilities to work independently.

Access to UTCATPlus, the UT Austin General Libraries online catalog and database system

UTCATPlus is available to persons with disabilities. All library units have wheelchair accessible terminals. Electronic Information Centers in the Undergraduate Library and the Perry-Castañeda Library have computers equipped with screen magnification software that provide access to UTCATPlus for people with low vision. Some publicly accessible computers in other units can be so equipped on request. Access through speech output is available via a DOS-based computer in the Undergraduate Library and will soon be available in the Perry-Castañeda Library. First-time users are strongly urged to schedule an orientation to this equipment; thereafter they may use the equipment at any hour that the library is open. Microcomputer labs and many University departments have access to UTCATPlus, and some of these areas have accessible computers. UTCATPlus is also accessible via modem and from anywhere on the worldwide Internet. Persons with their own assistive technology may prefer access from home or office.

Access to databases, indexes, abstracts and other finding aids

A large number of subject databases, indexes and abstracts are available to library users. Bibliographic and full text indexes as well as an encyclopedia are in UTCATPlus. The CD-ROM network of databases is available in all libraries but not via modem. The LEXIS/NEXIS search system and paid searches from commercial vendors such as DIALOG are available to users with a valid UT ID. Assistive technologies to provide access to these resources are available in the Undergraduate Library and will soon be provided in the Perry-Castañeda Library as well. Library staff will provide assistance in using these resources. Users with special needs should consult the Coordinator of Library Services for Users with Disabilities about appropriate long range solutions.

Access to library materials

Books and other library materials will be retrieved by library staff for users with disabilities when necessary. Library staff may be able to retrieve materials on demand, but it is advisable to make requests in advance, either in person or by telephone. Eligible users may designate a proxy borrower who will retrieve materials and check them out in the user's name. The user is fully responsible for the materials checked out by the proxy.

Materials placed on reserve are generally high-use materials needed for specific courses, and are checked out to users for brief time periods. Special arrangements may be made for students with disabilities enrolled in a course for which materials are on reserve.

Materials not accessible via print enlargement or scanning for voice access may require the aid of a reader, who will be provided by the Office of the Dean of Students if available. If no reader can be supplied, a library staff member will provide the accommodation.

Course-related audio-visual materials are seldom available with closed captioning. Faculty who schedule the use of such materials for class use are responsible for arranging decoding or interpretive services for their students. Individuals who want to use these materials should consult with library staff in advance, so appropriate arrangements can be made.

Rare books may not be removed from the library, and fragile materials will not withstand use on specialized equipment. Users should arrange for access with the librarian in charge of the unit.

Users with a valid UT ID may acquire some materials not available in campus libraries through Inter-Library Service. Requests may be made either through electronic mail request or on printed forms available in all library units.

Reference and library instruction

Reference services are provided to users with disabilities through available and appropriate means. For example, Texas Relay Service is used for telephone reference, and interpreters may be scheduled when an extended reference consultation is scheduled.

Library instruction and training sessions will be provided in accessible formats upon request when possible. However, demonstrations, workshops, and other programs that rely heavily on visuals may be more appropriately duplicated for a person with a visual impairment in an individual session using assistive technology. Handouts can be adapted to Braille, or electronic copies can be provided. Three working days' notice is necessary if an interpreter is to be provided.

The General Libraries publishes materials ranging from lists of hours to extensive specialized bibliographies and guides to electronic resources. Those identified as core publications will be made available through electronic access. Others can be converted to accessible format upon request.

Access to copy services

Photoduplication Service in the Perry-Castañeda Library will make copies for users with disabilities at the self-service price. Staff in the Copy Center in the Undergraduate Library will make copies at the full service price. A discount price is available for self-service copying with a copy card. At the Undergraduate Library, Copy Center staff will make copies at the self-service rate for orders of 50 pages or more.

Other information

Users with disabilities who need more than a few minutes of assistance are encouraged to call for an appointment with appropriate staff. Problems with accessibility issues or with library services or equipment should be referred to:

Ann Neville, Coordinator of Library Services for Users with Disabilities
FAC 101
(512) 495-4451
neville@emx.cc.utexas.edu

Ron Seeliger, Reference Librarian
PCL 2.430
(512) 495-4255
llras@utxdp.dp.utexas.edu

Jo Anne Hawkins, Associate Director for Public Services
PCL 3.200
(512) 495-4350
lljah@utxdp.dp.utexas.edu.

DRAFT
5/4/94

SPEC

SYSTEMS AND PROCEDURES EXCHANGE CENTER

CIRCULATION OF REFERENCE MATERIALS POLICIES AND PROCEDURES

ASSOCIATION OF RESEARCH LIBRARIES OFFICE OF MANAGEMENT SERVICES

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George A. Smathers Libraries
University of Florida

HUMANITIES AND SOCIAL SCIENCES REFERENCE COLLECTION CIRCULATION POLICY

The Humanities and Social Sciences Reference Collection includes selected general and specialized reference sources, primarily in the social sciences and humanities, which support the curriculum, research and general information needs of the University. It is not intended to provide a limited circulation area since there is another Library location specifically designed to perform the function.

Reference materials are generally believed to be of such import that they do not circulate. There are times, however, when items may be allowed to circulate for a limited amount of time. Such instances might include a request presented on a Friday before a holiday weekend, when the item might not be available, or a request from a researcher to use a bibliography outside the Library over an Intersession period when other use would be minimal. Requests should be allowed or denied through intelligence guided by experience.

Such decisions should be made by a librarian who should follow the following steps:

I. Find out if there is another copy of the title or something else that will fill the patron's needs which does circulate. If there is refer the user to the substitute.

II. Is there a reason why the person cannot use the item in the Library? If s/he can use the item in the library or could photocopy appropriate parts, explain that reference books are put in the collection in order to keep them available for people to use. Point out those options, and say "no". Convenience or not liking to work in the Library are not acceptable reasons for taking materials out of the collection.

III. If the item is being used for a class assignment and, in your judgement, would be useful to the whole class, say "no," and explain why. Recommend the title to the Assistant Chair or to the Chair for temporary assignment to the Ref Reserve Room.

IV. Some items are so basic to our services as to make them non-circulating under any circumstances. Say "no." Some basic items are:

In Ready Reference or Reference Reserve
Serial index or abstract material
General, English language, encyclopedia
Part of a national bibliography
Heavily used in the daily work of answering questions

Circulating a Reference book:

If the decision is made to circulate an item, the following rules apply:

I. All reference items, except codebooks, circulate for 3 days

II. No renewals are allowed, but an item may be brought in and checked out a second time on second approval by a librarian.

Process I: **REFERENCE CHECKOUT PROCEDURE**
(Revised 11/18/91)

1. Reference approves according to guidelines. Reference staff fills out authorization slip. Also writes down book barcode number for internal record.

2. Send borrower to Circulation Desk with authorization slip.

3. Circulation inserts the main, ref location code (to be established) in the temporary location field of the item record. This allows the item to be circulated on the system. Item is checked out for 3 days.

Display value in LUIS will be: LIB WEST, Reference (Special Loan)

4. Reference Authorization slip is attached to the book. Date due is stamped.

5. Circulation will instruct the borrower to return the item by bringing it directly to a staff member at the Circulation Desk (rather than placing it into a bookdrop, etc.)

6. When returning the item, it will be discharged by Circulation Staff while the borrower is present. If appropriate Circulation staff are present, the temporary location (main, ref) will be removed to restore the status as non-circulating. The borrower will be asked to immediately place the item on the Reference reshelving cart.

7. Reference will retain a list of the barcode numbers that are charged out and will verify after the due date that items have been returned and the temporary location has been removed. If the item has been returned, but the temporary location not removed, Reference will report this to a Circulation liaison who will remove it for them.

Process II: Until Circulation can handle the charges:

A. Fill out a slip and a card for the item to go out.
B. Keep slip, send card and book to Circ desk.
C. Item is returned to Circ desk.
D. Slip is put in Chair's message box at Ref desk for review

Overdues and followup will be done by H/SS Reference.

University of Georgia

CIRCULATION OF REFERENCE MATERIALS

A. POLICY

The following reference materials may circulate on a regular basis and do not require special permission slips:

1. College catalogs (paper catalogs) - 2 weeks, no renewal
2. Vertical file materials - 2 weeks, no renewal

As a general rule, all other materials in the reference collection do NOT circulate. The reason for having them in reference is so they will be available at all times to help answer reference questions. Also, with the extended hours that the library is open, most people should be able to use reference materials in the building.

If someone does have a legitimate need to take reference materials out of the library, special permission may be given at the discretion of the librarian on duty, who should first determine that a circulating copy of the item is not available and/or that an earlier edition would not be acceptable. In most cases, the loan period should be for OVERNIGHT only. This means that the items are due back an hour after opening the next day.

In certain cases (determined by the librarian on duty), reference materials may be allowed to circulate for 3 days or 1 week. This might apply in the case of a very specialized bibliography, an esoteric language dictionary, etc. Any requests to check out reference materials for extended periods should be referred to the department head.

The following types of materials should never circulate as a general rule. Exceptions may be made by the department head during interim periods or other times that the library will be closed.

* ready reference materials
* reference serials
* telephone books
* G. K. Hall catalogs
* bibliographic area materials
* periodical indexes & abstracts
* reference tools on subjects for which circulating material is available in the Science Library

Occasionally someone will need to take a reference book to a class or to a departmental office for photocopying. In that case, an appropriate loan period (e.g., 2 hrs.) can be established by the librarian on duty. Keep in mind, however, that the Circulation Department can only handle standard loan periods specified on the Special Permission Slip (overnight, 3 days, 7 days, 14 days, 28 days). The space for OTHER is to be used ONLY for loan periods LESS THAN OVERNIGHT, not for 4 or 9 or 23 days, etc.

General language dictionaries are available in the stacks for circulation.

B. PROCEDURE

A special permission slip must be filled out for any type of reference material other than college catalogs and vertical file material to circulate. This form is given to the patron to be presented to the staff at the Circulation Desk. The materials will then be checked out in the normal manner at the Circulation Desk.

The yellow, special permission slips are kept in the side drawers of the middle and right reference desks. Fill out the forms as follows:

1. Write the complete call number, including volume number, etc. If the item is uncataloged, write "uncat." followed by a brief description of the item. See the examples at the end of this section.

2. Check the appropriate loan period blank. If less than overnight, fill in the "Other" blank, e.g., 1/2 hr., 2 hrs., etc.

3. If the patron is a student or staff member, check the blank that indicates that the fine of $1.70 per day will apply to overdue material. If the patron is a faculty member, do not check a fine category, write "no fines" on the slip.

4. Sign and date the form.

5. Have the borrower sign the form.

A p-slip should also be filled out for the reference circulation file. This file, kept in a small, metal box, will be found in the middle, right-hand drawer of the middle reference desk. This p-slip should include the following:

1. Call number (when applicable).

2. Brief main entry/title.

3. Length of loan period.

4. Date checked out.

5. Date (or time) due back.

6. Initials of person giving permission.

7. Borrower's signature.

NOTE: Remember to tell the patron to return the item to a person at the circulation desk and say that they are returning a reference book. If the item is returned in the book slot, it may take a number of days to make its way back to the reference collection.

Vertical file materials -

These items do not need special permission slips. They should be placed in a manila envelope, and the subject heading and number of pieces should be recorded on the outside of the envelope. A supply of these envelopes for this purpose is kept in the open section of the middle reference desk. Separate envelopes should be provided for each subject heading. The folder from the vertical file should not go out with the material.

NOTE: It is the responsibility of the Circulation Department staff to contact borrowers concerning overdue materials that have been checked out of the reference collection.

GUIDELINES FOR SPECIFIC SITUATIONS

15. Legal, Medical, Mathematical, and Other Interpretive Questions: Staff may not interpret information or give definitive answers in legal or medical areas, in areas involving mathematical calculations, or the application of rules such as bibliographic citation styles. These areas include copyright; taxation and other financial matters; mathematical conversions of weights, temperatures, and monies; identifying symptoms of diseases or the efficacy of medical or pharmaceutical treatments. Staff should be aware of potential liabilities in giving incorrect information, most especially in handling legal and medical questions where there may be additional liability for rendering advice without a license to practice law/medicine. When dealing with such questions staff should refer patrons to printed sources covering the topic and/or quote directly from them. Staff do not interpret the information in the sources, nor attest to the completeness or accuracy of the sources unless they are qualified to do so. (See Appendix for copy of "Guidelines for Medical, Legal, and Business Responses at General Reference Desks." Standards and Guidelines Committee, Reference and Adult Services Division, American Library Association).

INVESTMENT QUESTIONS

Answer to investment questions should be limited to suggestions of titles for the individual to search. Reading closing averages on the telephone, interpreting charts or graphs, giving statistics, or explaining the meaning of the figures should be avoided. Suggest the individual look at the explanation in the front of the piece for information on how to interpret the figures in the text.

LEGAL QUESTIONS

No attempt should be made to answer a legal question that requires interpretation of law. You can locate the basic information in a code or statute, but do not try to explain its meaning. Court cases are important in interpreting the law and are cited in the code. These affect the meaning of the law and are further reason an explanation should be avoided. Law librarians will only make suggestions of additional places to search. They will not interpret or explain the law.

MEDICAL INFORMATION

Reference staff may give directory information (biographical data, the address of an organization); they may read the definition of a term from a medical dictionary or handbook on drugs. The source for this information should always be given. The staff may not provide interpretation of medical information or offer medical advice.

POLK'S AUSTIN CITY DIRECTORY see CITY DIRECTORY QUESTIONS

The University of Texas at Austin The General Libraries Reference and Information Services Department, Reference Manual, April 1994

SAMPLE PRINTED FORMS

GORGAS HUMANITIES/SOCIAL SCIENCES REFERENCE SERVICE

REQUEST FOR ASSISTANCE

Please Note: If you need help finding information, you may complete this form. If you will call us or come in during regular staff hours, we will try to assist you in finding the information you want.

Regular staff hours: Monday - Friday, 8 am - 5 pm
Telephone: (205) 348 - 6048

NAME:____ DATE:________________

TIME:________________

TELEPHONE: (WORK) __________________________

(HOME) __________________________

REQUEST:

SOURCES SEARCHED:

NOTES:

____
(Staff person/student assistant's name)

University of California-San Diego

Government Documents Referral Form

User Information:

Name: ____________________

Phone Number or E-Mail address: ____________________

Status: (circle one) UCSD FAC STU STAFF/ NON-UCSD

QUESTION:

____

____

____

Sources checked (as appropriate):

__ ROGER __ Melvyl __REFNET __ONLINE Databases

--GPO Monthly CD ROM __ASI __SRI __IIS

__US Statistical Almanac __ Other ____________________

Referred by: ____________________ Date: ____________________

Outcome: ____________________ Date: ____________________

____

____

____

_____Please initial and give to Docs collections manager for filing.

Colorado State University

Date ______________________

TO: Irene Godden, Associate Director of Libraries

FROM: ______________________________
Name--Please print

____
Address

____
Phone number

Please state nature of complaint or problem:

Please state solutions offered to you:

Name of Libraries personnel involved: ______________________________
OR Service Desk where problem occurred

____
Your signature--Unsigned forms will not be considered

DO:22-90

University of Georgia

☎ QUESTION:

Call taken by: ____________
Date: ____________
Time: ____________

Sources checked:

ANSWER:

Patron name: ______________________________
Telephone: ______________________
Need by: ______________
Best time to call: ______________

Complete: ___________
Patron notified: ___________
Left message: ___________
Referred to: ___________

UN–L LIBRARIES

REFERRAL FORM

TO: OFFICE: PHONE:

FROM: DATE: TIME:

PROBLEM:

SOURCES CONSULTED AND BY WHOM:

PATRON'S NAME: INFORMATION NEEDED BY:

PATRON'S ADDRESS PATRON'S PHONE:

SPEC

SYSTEMS AND PROCEDURES EXCHANGE CENTER

SELECTED READINGS

ASSOCIATION OF RESEARCH LIBRARIES OFFICE OF MANAGEMENT SERVICES

Selected Readings

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Whitson, William L. "Alternative Models of Reference Service: A Proposal." Unpublished paper posted on Internet (Berkeley, February 22, 1994). Available from COLLIB-L@WILLIAMETTE.EDU.